



Washington State Medicaid

CLIENT SATISFACTION SURVEY RESULTS



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- Columbia United Providers
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- Group Health Cooperative
- Kaiser Foundation Health Plan
- Molina Healthcare of Washington, Inc.
- Premera Blue Cross, Inc.
- Regence Blue Shield

Sincerely,



Jeanne Semura
Manager, Quality Management



Becky McAninch-Dake
CAHPS Coordinator

2002 CAHPS Overview



This report is designed to enable health plans, the Medical Assistance Administration (MAA), and other organizations to monitor and evaluate the performance of Medicaid Healthy Options and statewide managed care programs in Washington State. Assessments were based on health care services and experiences of children enrolled in Healthy Options, Kaiser Foundation Health Plan, and the Children's Health Insurance Program (CHIP). This report describes the background of the Medicaid Consumer Assessment of Health Plans (CAHPS) survey, the goals of the project, and how survey results may be interpreted by consumers, health plans, and other stakeholders.

Project Background

The CAHPS survey tools were developed under cooperative agreements among Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. A version of CAHPS has been implemented in Washington State by MAA for six years. In the CAHPS Child survey, respondents provide information about their children's experiences with various aspects of medical care, including:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Courteous and Helpful Office Staff
- Customer Service
- Overall Satisfaction Ratings

Additionally, children with chronic conditions (as determined by responses to the survey questions) were evaluated on six additional composites which comprise the Children with Chronic Conditions measurement set:

- Access to Prescription Medicines
- Access to Specialized Services
- Family Centered Care: Getting Needed Information
- Family Centered Care: Personal Doctor or Nurse Who Knows Child
- Family Centered Care: Shared Decision Making
- Coordination of Care

Questions related to children with chronic conditions were included to obtain important information from parents about their experiences with quality of care and services provided to their children with chronic conditions.

A copy of the survey instrument is available by calling Becky McAninch-Dake, CAHPS Coordinator at (360) 725-1622, or by sending an e-mail request to mcanibj@dshs.wa.gov. Trend data over the past six years are also available from Ms. McAninch-Dake.

Project Goals

The primary goal of the Medicaid CAHPS project is to provide timely and comparative information to clients to assist them in choosing a health plan. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care system and the services they received through Healthy Options, Kaiser Foundation Health Plan, and CHIP. This year's CAHPS survey results are included in the 2003 Medicaid client enrollment materials.

MAA's second goal is to provide performance feedback that will be used to improve Medicaid clients' outcomes and satisfaction. CAHPS results are being provided to health plans with the expectation that they will be integrated into comprehensive quality improvement initiatives at the health plan, provider group, and individual provider levels of the health care delivery system.

How to Use This Report

This report is designed to allow health plans and other stakeholders to identify key opportunities to improve clients' health care experiences. For this reason, the report focuses on comparisons of health plan performance with other health plans across the state. This report includes data from six health plans for children enrolled in Healthy Options managed care plans. Additionally, it includes data for children enrolled in Kaiser Foundation Health Plan and CHIP. For this year's results, individual health plans can compare their own plan results to the aggregate information for all Healthy Options managed care plans in Washington State. The Kaiser Foundation Health Plan serves Medicaid eligible children only through a contract with the Basic Health Plan. Kaiser does not contract with Healthy Options directly. The CHIP sample is already an aggregate statewide sample, and therefore, there are no comparison data for this group. Results for both group composites and individual questions are displayed in graphic format.

Composites

Given that the survey covers many topics, comprehensive reporting that includes results for each question may be overwhelming to readers. To keep reporting comprehensive, yet easily understood, the national CAHPS consortium developed and tested groupings of related questionnaire items that were used to report most of the survey results. These groupings are referred to as composites. Results for these composites can be more useful to readers than results for each question. Testing during the development of the CAHPS product showed that consumers found these composites easy to understand and were satisfied with the level of detail.

Statistical Significance

The bar graphs represent unadjusted percentages of responses for all questions contributing to the composite for each health plan or group as well as a summary of all health plans. For Healthy Options plans, the case-mix adjusted mean of the categories of responses was computed for the individual plans as well as for the all-plan aggregate. These adjusted means were compared to determine statistically significant differences. *P* values less than or equal to 0.05 were considered significant. The comparison group on all graphs depicts frequency distributions for survey data aggregated for all plans or a statewide sample.

Stars were assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance was significantly better or worse than the statewide mean for all Healthy Options plans. Plans with means that were statistically better than the statewide mean are noted with three stars. Plans with means that were statistically worse than the statewide mean are noted with one star. Plans with means not statistically different from the overall mean are noted with two stars.

For Kaiser Foundation Health Plan and CHIP clients, bar graphs of percentages are not case-mix adjusted. Stars are not presented because there is no comparison group for these programs.

Case-Mix

As described above, the stars represent relative ratings of the overall mean for all Healthy Options plans. Given that case-mix may result in differences in ratings between plans that are not due to differences in quality, the overall means are case-mix adjusted so that plans are more comparable. (For further explanation, see "Analysis" section.)

Type of Presentations in This Report

Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report: summary tables, bar graphs, and survey results.

Summary Tables

Two of the five tables in the Summary Results provide a quick look at how Healthy Options plans compare to the statewide aggregate of all plans on each of the five composites and four overall satisfaction ratings. These questions are presented for both the general Healthy Options population and the Healthy Options children with chronic conditions population. A third table depicts the Healthy Options children with chronic conditions population on each of six composites in the Children with Chronic Conditions (CCC) measurement set. As described previously, the stars in these three tables illustrate statistically significant differences from the aggregate of all Healthy Options plans.

The fourth and fifth tables contain a summary of survey responses for children enrolled in the Kaiser Foundation Health Plan and CHIP, respectively. The tables include each of the five composites and four overall satisfaction rating measures on the CAHPS Child survey. Given that there are no comparison groups for Kaiser and CHIP, only percentages for the responses are presented.

Bar Graphs

A series of bar graphs present composite and individual question-level results for all questions for which Never/Sometimes/Usually/Always, or A Big Problem/A Small Problem/Not A Problem responses were possible. Some survey items have a 0-10 rating scale as response options. These items are re-coded into three categories so that the formats of the data entered into the significance tests are consistent across all questions. Additionally, some of the CCC measurement items are coded as Yes/No and as Had a Problem and Did Not Receive Help/Had a Problem and Received Help/Not a Problem.

Graphic displays in this report provide comparative data for individual health plans and aggregated results for all plans. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that had fewer than 85 responses were included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher star rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case-mix adjustments (see “Case-Mix”) are taken into account when computing stars, but not bar graphs.

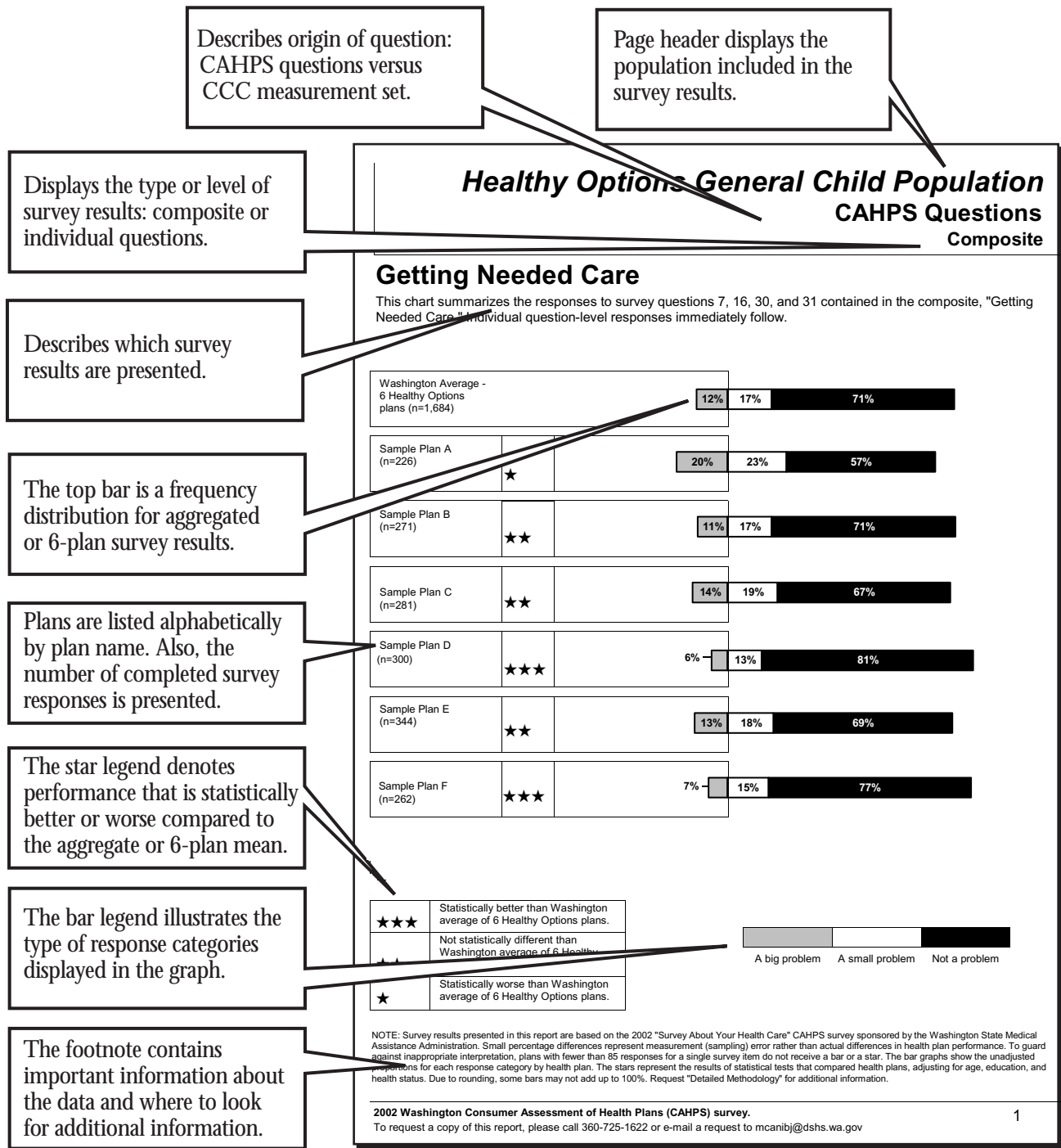
Survey Results

This report presents respondent data in separate sections for the Healthy Options general child population, the Healthy Options children with chronic conditions population, the Kaiser Foundation Health Plan child population, and the CHIP child population. In each section more detail on the composite measures and individual questions that make up each composite is provided. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of the health plans participating in 2002 and the aggregate of all plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up the composite.

How to Read the Bar Graphs

Healthy Options

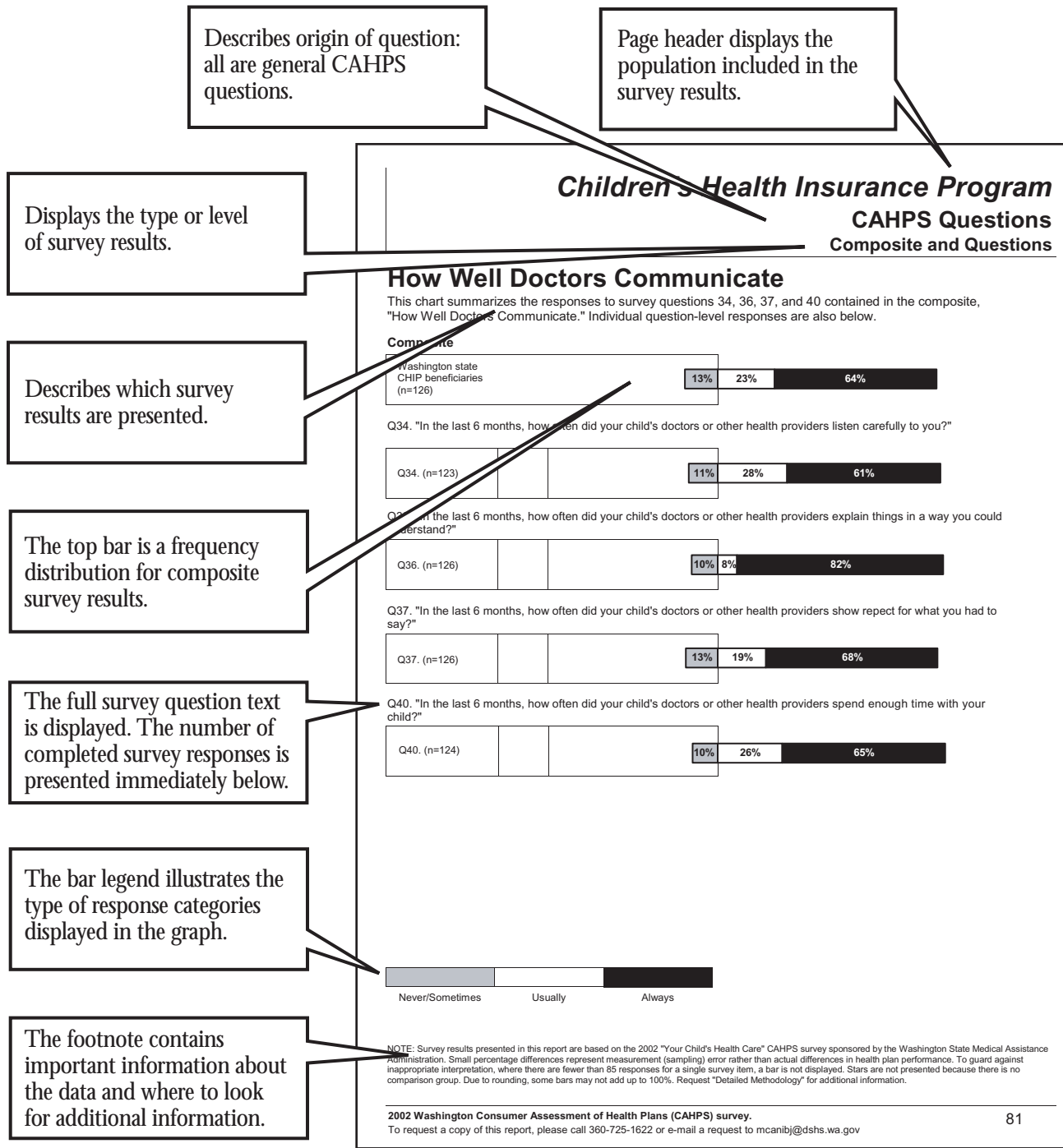
Below is an explanation of how to read the information for Healthy Options (General Child and Children with Chronic Conditions) reports.



How to Read the Bar Graphs

Kaiser Foundation Health Plan and CHIP

Below is an explanation of how to read the information for the Kaiser Foundation Health Plan and Children's Health Insurance Program reports.



Executive Summary

Study Populations

Healthy Options General Child Population

Children aged 12 years old and younger who were continuously enrolled in Medicaid from July 1, 2001 through December 31, 2001 in a Healthy Options plan and had English as their primary language were randomly selected from Medicaid enrollment data. Up to a one-month break in enrollment period was allowed. This sample excludes children assigned a prescreen status code of having a chronic condition, in accordance with the methodology recommended by the National Committee for Quality Assurance (NCQA). The chronic condition prescreen status code was based on claims and encounter data, as specified in Volume 3 of the NCQA Health Plan Employer Data and Information Set.¹

Healthy Options Children with Chronic Conditions Population

Children aged 12 years old and younger who were continuously enrolled in Medicaid from July 1, 2001 through December 31, 2001 in a Healthy Options plan and had English as their primary language were selected from Medicaid enrollment data. Up to a one-month break in enrollment period was allowed. Children were identified as having a chronic condition based on responses to the survey questions. This sample includes randomly selected children as well as children assigned a prescreen status code of having a chronic condition, in accordance with the methodology recommended by NCQA. (For additional information, see “Analysis” section.)

Kaiser Foundation Health Plan Child Population

Children aged 12 years old and younger who were continuously enrolled in Medicaid from July 1, 2001 through December 31, 2001 in Kaiser Foundation Health Plan and had English as their primary language were randomly selected from Medicaid enrollment data.

Children’s Health Insurance Program (CHIP)

Children aged 12 years old and younger who were continuously enrolled in CHIP from July 1, 2001 through December 31, 2001 and had English as their primary language were randomly selected for inclusion in the CAHPS Child survey.

Sampling Methodology

Healthy Options – Enrollment Data

For each of the six participating plans in Healthy Options, 1,275 children meeting the Medicaid eligibility criteria were randomly selected for the CAHPS Child survey. This group of 1,275 randomly selected children per plan represents the Healthy Options general child population (Sample A). Additionally, up to 1,650 children with a chronic condition prescreen status code (based on claims and encounter data) were also selected for the CAHPS Child survey (Sample B), yielding a total survey sample size of up to 2,925 members per health plan. Please note, not all plans were able to identify 1,650 children with chronic conditions; therefore, Sample B for these plans was less than 1,650.

Kaiser Foundation Health Plan – Enrollment Data

For Kaiser Foundation Health Plan, 739 children meeting the Medicaid eligibility criteria were randomly selected for the CAHPS Child survey. Since Kaiser Foundation Health Plan is a Basic Health Plan, the population size was limited.

¹ National Committee for Quality Assurance. *HEDIS 2002, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2001.

Children's Health Insurance Program (CHIP) – Enrollment Data

CHIP was initiated in the State of Washington on February 17, 2000. Since CHIP is a relatively new program, the population size for CHIP was limited. A statewide random sample of 738 non-duplicated Washington resident child enrollees was selected from enrollment data.

Survey Process

Surveys were administered to the selected enrollees from the six health plans participating in Healthy Options, Kaiser Foundation Health Plan, and CHIP. On April 29, 2002, 14,846 Healthy Options enrollees, 739 Kaiser Foundation Health Plan enrollees, and 738 CHIP enrollees, for a total of 16,323, were mailed cover letters and survey questionnaires. If a survey was not returned within about one week, a reminder postcard was mailed. A second survey was then mailed to non-respondents within 30 days of the first survey mailing. If a questionnaire was still not returned, a second postcard reminder was sent out about one week after the second survey mailing. Non-respondents received follow-up telephone calls (Computer Assisted Telephone Interviews) for five weeks with up to six calls attempted per client. The entire survey administration closed on July 15, 2002.

Types of Questions

This report presents data for four general types of survey questions:

- 1) Questions that asked respondents to rate aspects of their child's care from 0 to 10, where 0 = Worst Possible and 10 = Best Possible.
- 2) Questions that asked respondents to report how often something happened, by choosing "Never," "Sometimes," "Usually," or "Always."
- 3) Questions that asked if certain things were "A Big Problem," "A Small Problem," or "Not A Problem."
- 4) Questions that asked respondents if anyone helped with the problem, by choosing "Yes" or "No."

Response Rates

The overall response rate for the State of Washington was 46.0%. For the Healthy Options population, the overall response rate was 45.6%. The overall response rate for the Kaiser Foundation Health Plan was 55.6%, and the overall response rate for CHIP was 44.3%. The actual number of responses varied per question.

Analysis

Determining Children with Chronic Condition Status

For the Healthy Options population (excluding Kaiser Foundation Health Plan and CHIP), 2,250 children were identified as having a chronic condition (as determined by responses to the survey questions). It is important to note that the 2,250 children identified as having a chronic condition are not mutually exclusive and included children from both Sample A (711 children) and Sample B (1,539 children). The sample prescreening status code used to identify Sample B is not the determining factor for a child with a chronic condition. Instead, the 2002 CAHPS 2.0H Child survey contains a Children with Chronic Conditions (CCC) survey-based screening tool and responses to those specific questions determined who was assigned to the CCC group. In addition, if a child was randomly selected in Sample A (the general Healthy Options population) and was also identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the child's responses are included for both the general Healthy Options population and the CCC population.

Rounding

Survey response distributions (bars) for individual questions may not always sum to 100% due to rounding.

Executive Summary

Case-Mix Adjustment

Case-mix refers to the characteristics of respondents used in adjusting the results for comparability among health plans. Results in the child Healthy Options studies (general child population and children with chronic conditions population) were case-mix adjusted for general health status of the child, and educational level and age of the respondent. Given that differences in case-mix can result in differences in ratings between plans that are not due to differences in quality, the data were adjusted to make plans similar for these characteristics.

In general, the demographics of a response group influence CAHPS results. In order to allow for valid plan-to-plan comparisons, case mix adjustment was performed to control for differences in child health status, respondent age, and respondent education. The case mix adjustment was performed using standard linear regression modeling techniques. This procedure was performed independently on the Healthy Options general child population (Sample A), and also on the Healthy Options children with chronic conditions population.

Statistical Analysis

Tests of statistical significance were performed only on the Healthy Options population.² First, a global F test was performed to determine if any of the adjusted plan means differed significantly from the adjusted Healthy Options state mean. If the global F test revealed that plans did differ significantly, independent t tests were performed to determine if each plan's adjusted mean differed significantly from the overall adjusted state mean. An alpha-level of 0.05 was used to determine statistical significance (i.e., $p < 0.05$). Please note, plans with fewer than 85 responses for a single survey item were not included in the statistical tests.

² Given that Kaiser Foundation Health Plan is a Basic Health Plan and does not contract directly with Healthy Options, Kaiser is not comparable to the other Washington plans. Likewise, given that CHIP is a separate state program, it is not comparable to the other Washington plans.

Summary Results

Healthy Options General Child Population CAHPS Composites and Overall Satisfaction Ratings

		Composites						Ratings			
Health Plan		Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of Health Care	Rating of Health Plan	
Columbia United Providers		★★	★★	★★	★★	★★★★	★★	NA	★	★★	
Community Health Plan of Washington		★	★	★	★	★★	★	★★	★	★	
Group Health Cooperative		★★★★	★★★★	★★	★★	★★★★	★★	NA	★★	★★	
Molina Healthcare of Washington		★★	★★★★	★★★★	★★★★	★★	★★★★	★★	★★★★	★★★★	
Premera Blue Cross		★	★★	★★	★★	★★	★★	★★	★★	★★	
Regence Blue Shield		★★★★	★★	★★★★	★★	★	★★★★	★★	★★★★	★★	

Summary of Composite Results and Overall Ratings for CAHPS Questions

This table summarizes statistically significant differences between each plan's general child population and the Washington general child population average of 6 Healthy Options plans for each of five composites and four overall ratings questions. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, health care, and health plan.

★★★★	Statistically better than Washington average of 6 Healthy Options plans.
★★	Not statistically different than Washington average of 6 Healthy Options plans.
★	Statistically worse than Washington average of 6 Healthy Options plans.
NA	No ratings displayed where there are fewer than 85 responses.

Summary Results

Healthy Options Children with Chronic Conditions Population CAHPS Composites and Overall Satisfaction Ratings

		Composites						Ratings			
		Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of Health Care	Rating of Health Plan	
Health Plan											
Columbia United Providers		★★	★★	★★	★★	★★	★★	★★	★	★★	
Community Health Plan of Washington		★★	★	★★	★★	★★	★★	★★	★	★	
Group Health Cooperative		★★★	★★	★★	★★	★★★	★★	★★	★★	★★★★	
Molina Healthcare of Washington		★★	★★★★	★★★★	★★★★	★★	★★★★	★★	★★★★	★★	
Premera Blue Cross		★★	★★	★★	★★	★★	★★★★	★★★★	★★★★	★★	
Regence Blue Shield		★★	★★	★★	★★	★★	★★	★★★★	★★	★★	

Summary of Composite Results and Overall Ratings for CAHPS Questions

This table summarizes statistically significant differences between each plan's children with chronic conditions population and the Washington children with chronic conditions population average of 6 Healthy Options plans for each of five composites and four overall ratings questions. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, health care, and health plan.

★★★	Statistically better than Washington average of 6 Healthy Options plans.
★★	Not statistically different than Washington average of 6 Healthy Options plans.
★	Statistically worse than Washington average of 6 Healthy Options plans.
NA	No ratings displayed where there are fewer than 85 responses.

Summary Results

Healthy Options Children with Chronic Conditions Population

CAHPS Children with Chronic Conditions Measurement Set

Children with Chronic Conditions Measurement Set						
Health Plan	Access to Prescription Medicines	Access to Specialized Services	Family Centered Care: Getting Needed Information	Family Centered Care: Personal Doctor or Nurse Who Knows Child	Family Centered Care: Shared Decision Making	Coordination of Care
Columbia United Providers	★	★★	★	★★	★★	★★
Community Health Plan of Washington	★★	★★	★★	★★	★★	★★
Group Health Cooperative	★★★	★★★	★★	★★	★★	★★
Molina Healthcare of Washington	★	★★	★★	★★	★★	★★
Premiera Blue Cross	★★★	★★	★★★	★★	★★	★★
Regence Blue Shield	★★	★★	★★★	★★	★★	★★

Summary of Results on the Children with Chronic Conditions Measurement Set

This table summarizes statistically significant differences between each plan's children with chronic conditions population and the Washington children with chronic conditions population average of 6 Healthy Options plans for each of six children with chronic conditions measurement set composite scores.

★★★	Statistically better than Washington average of 6 Healthy Options plans.
★★	Not statistically different than Washington average of 6 Healthy Options plans.
★	Statistically worse than Washington average of 6 Healthy Options plans.
NA	No ratings displayed where there are fewer than 85 responses.

Summary Results

Kaiser Foundation Health Plan

CAHPS Composites and Overall Satisfaction Ratings

Response Choices	Composites					Ratings			
	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of Health Care	Rating of Health Plan
Responses	n = 347	n = 313	n = 280	n = 280	n = 106	n = 321	n = 50	n = 277	n = 398
A big problem A small problem Not a problem	1% 9% 89%				9% 19% 72%				
Never/Sometimes Usually Always		13% 34% 52%	7% 27% 66%	3% 23% 74%					
0-6 7-8 9-10						9% 29% 62%	NA NA NA	8% 34% 58%	12% 32% 56%

NA	No ratings displayed where there are fewer than 85 responses.
	Not applicable response categories.

Summary of Composite Results and Overall Ratings for CAHPS Questions

This table summarizes the Kaiser Foundation Health Plan percentage results for each of the five composites and four overall satisfaction ratings. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, health care, and health plan.

Summary Results

Children's Health Insurance Program (CHIP) CAHPS Composites and Overall Satisfaction Ratings

	Composites					Ratings			
Response Choices	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous and Helpful Office Staff	Customer Service	Rating of Personal Doctor	Rating of Specialist	Rating of Health Care	Rating of Health Program
Responses	n = 251	n = 246	n = 211	n = 211	n = 107	n = 221	n = 43	n = 211	n = 303
A big problem A small problem Not a problem	8% 12% 79%				9% 30% 61%				
Never/Sometimes Usually Always		17% 23% 59%	9% 23% 69%	7% 21% 72%					
0-6 7-8 9-10						13% 38% 49%	NA NA NA	15% 30% 55%	12% 33% 54%

Summary of Composite Results and Overall Ratings for CAHPS Questions
This table summarizes the CHIP percentage results for each of the five composites and four overall satisfaction ratings. The overall ratings questions asked respondents to rate their child's personal doctor, specialist, health care, and health plan.

NA	No ratings displayed where there are fewer than 85 responses.
	Not applicable response categories.

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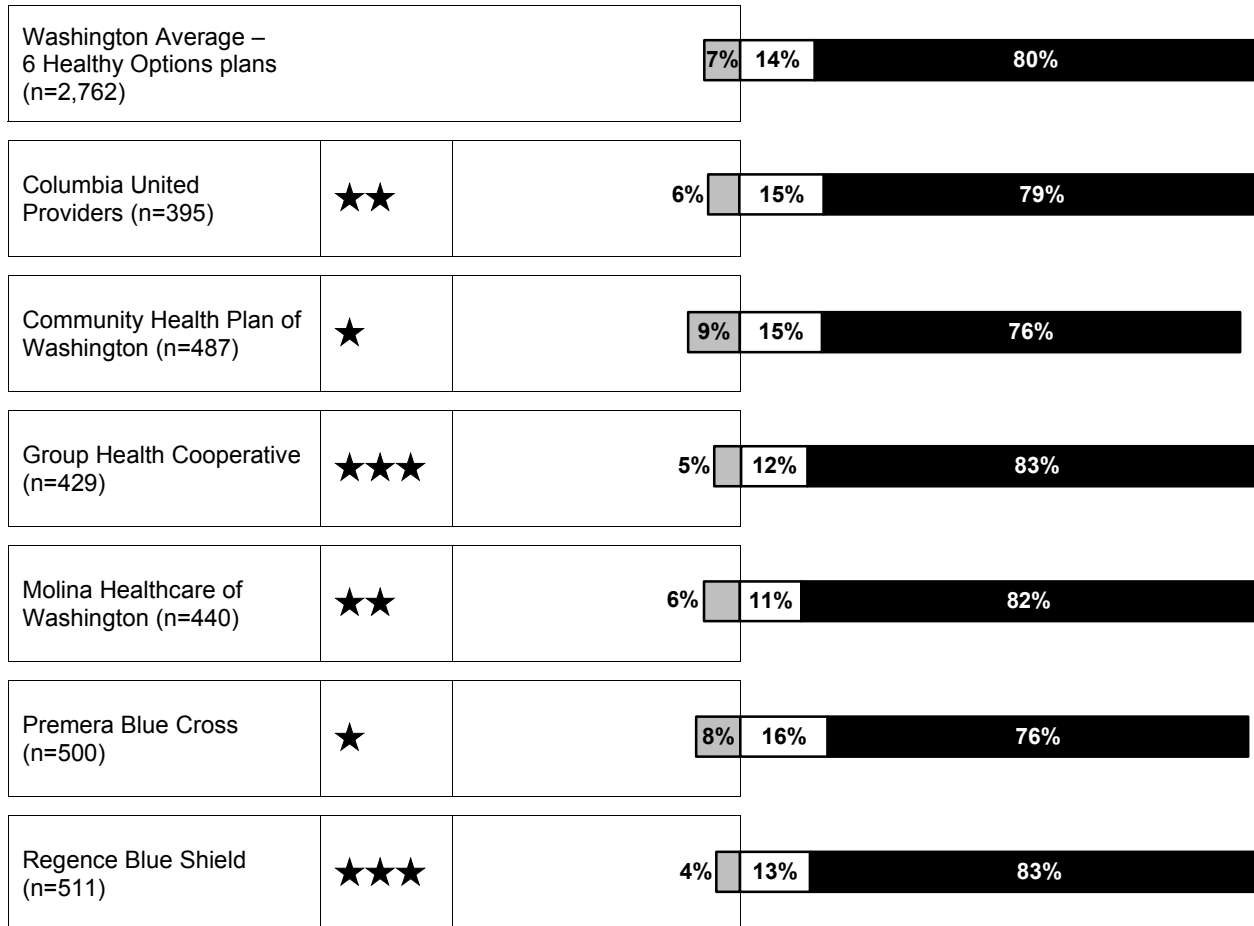
Healthy Options General Child Population



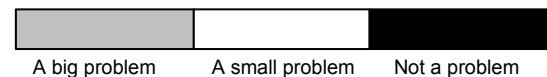
Healthy Options General Child Population CAHPS Questions Composite

Getting Needed Care

This chart summarizes the responses to survey questions 7, 16, 30, and 31 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

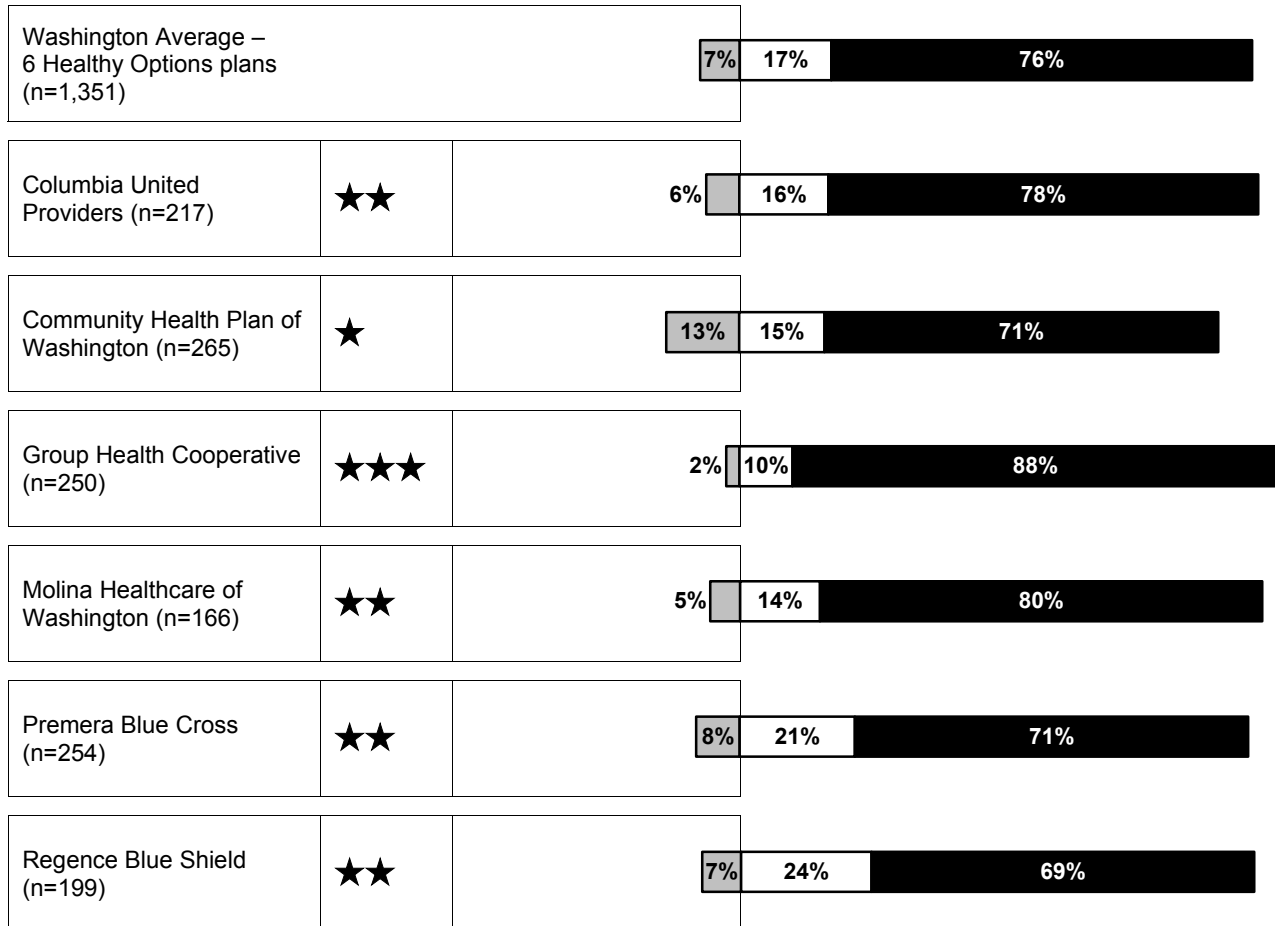
Healthy Options General Child Population

CAHPS Questions

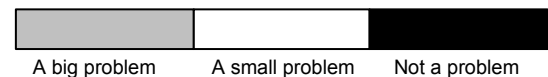
Question 7

Getting Needed Care

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

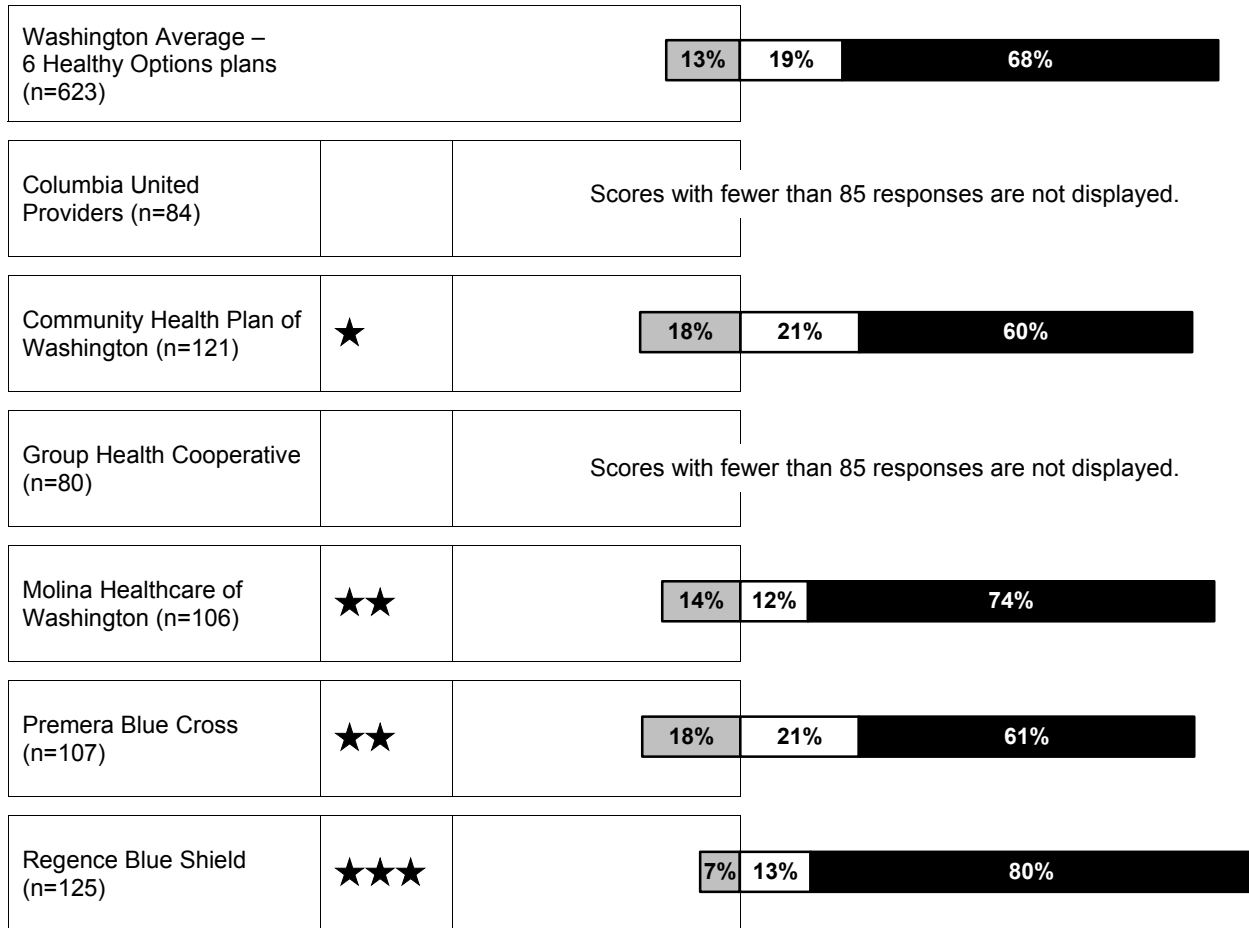
Healthy Options General Child Population

CAHPS Questions

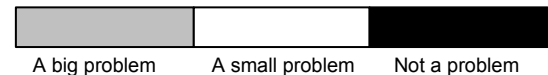
Question 16

Getting Needed Care

Q16. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

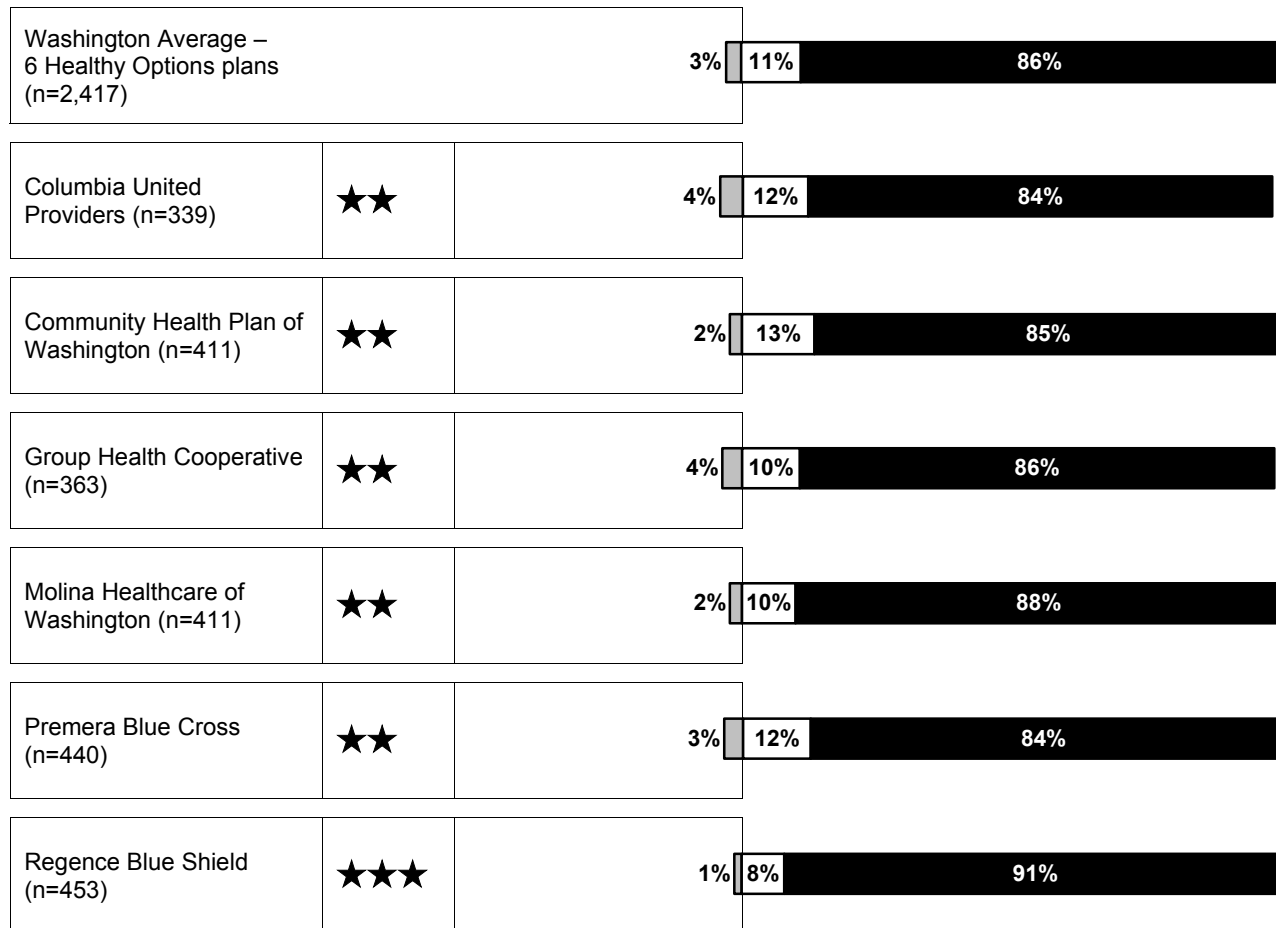
Healthy Options General Child Population

CAHPS Questions

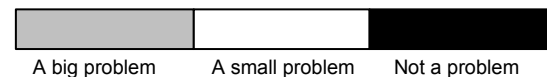
Question 30

Getting Needed Care

Q30. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

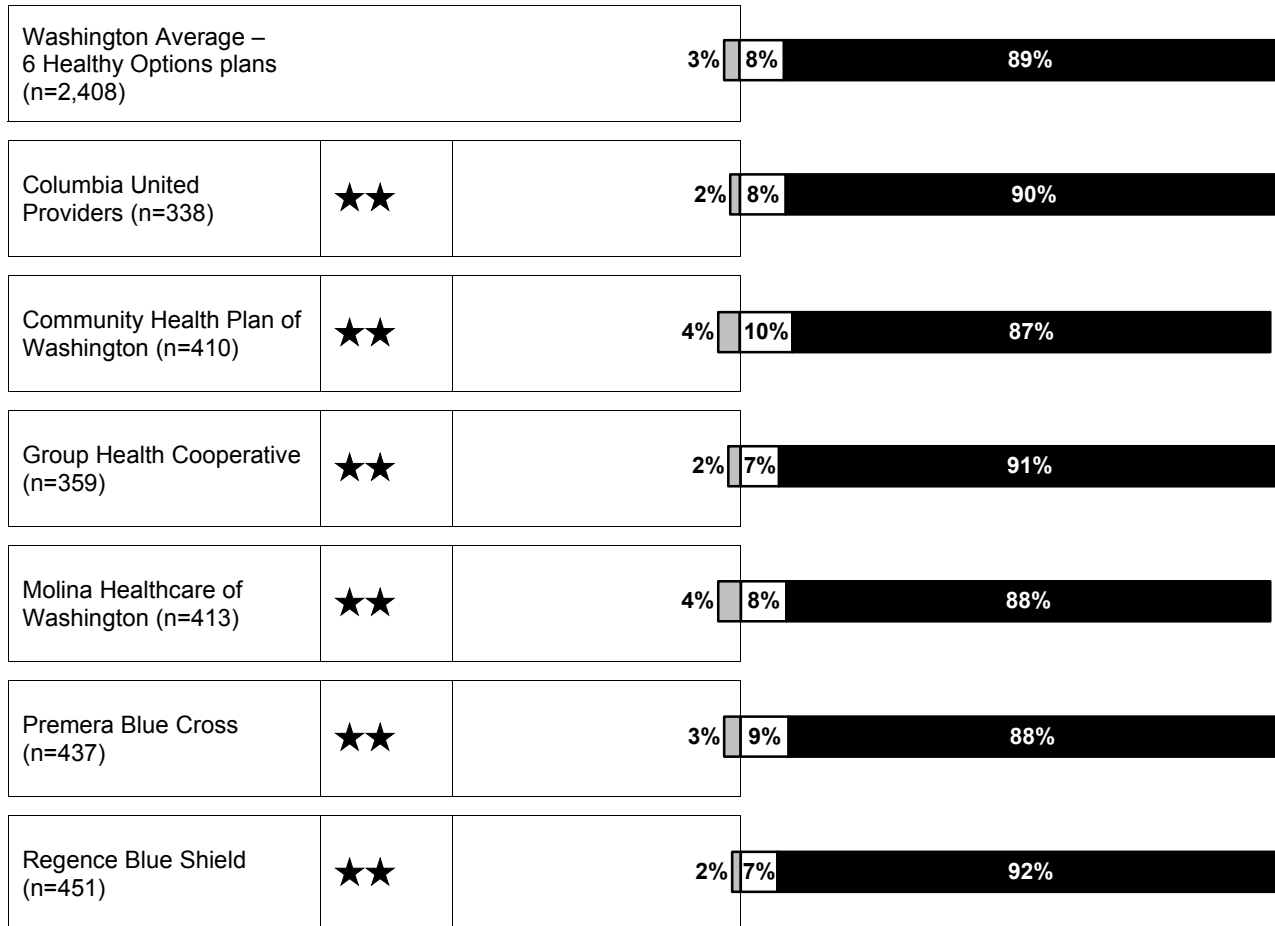
Healthy Options General Child Population

CAHPS Questions

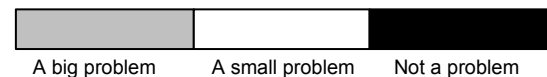
Question 31

Getting Needed Care

Q31. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

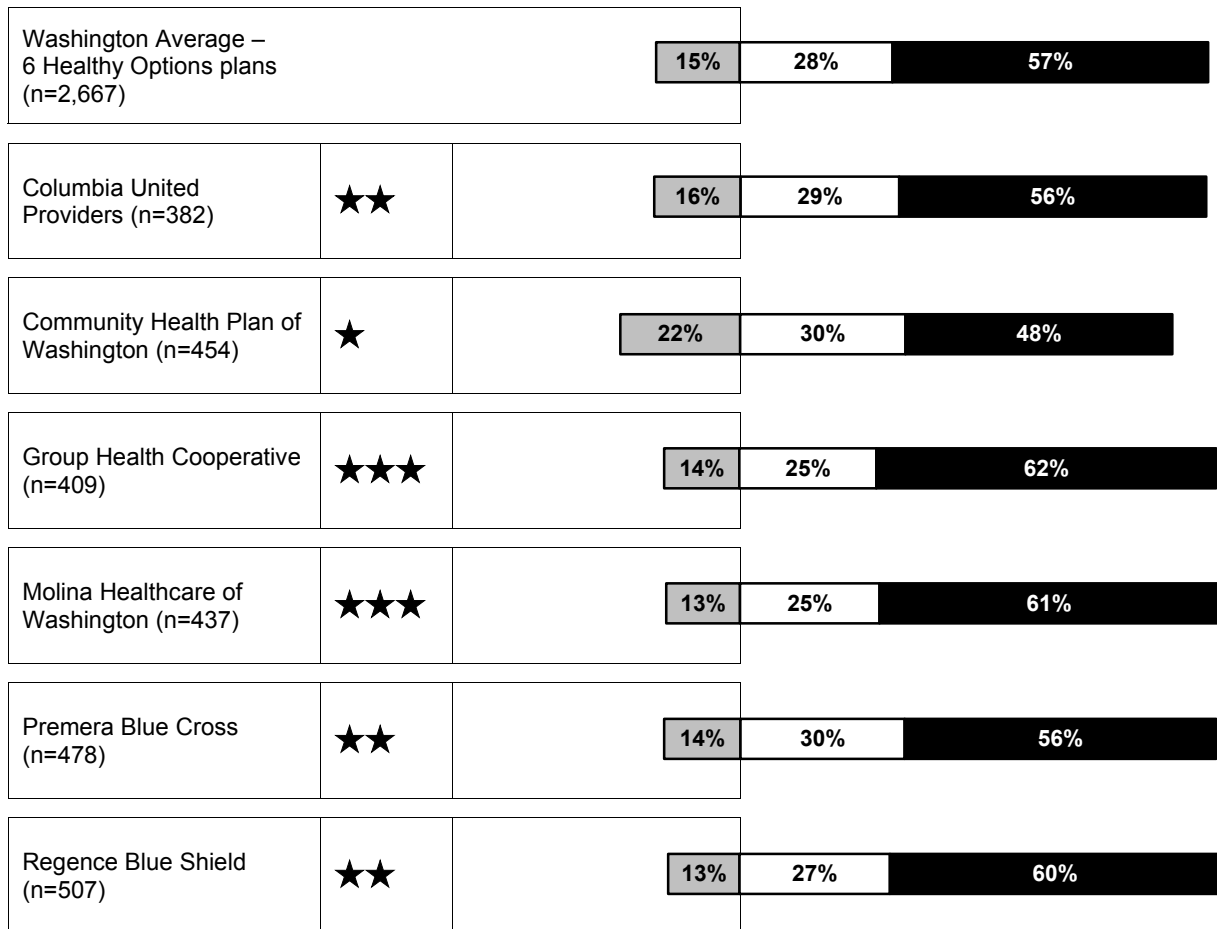
Healthy Options General Child Population

CAHPS Questions

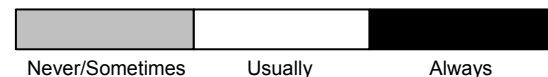
Composite

Getting Care Quickly

This chart summarizes the responses to survey questions 21, 23, 26 and 32 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

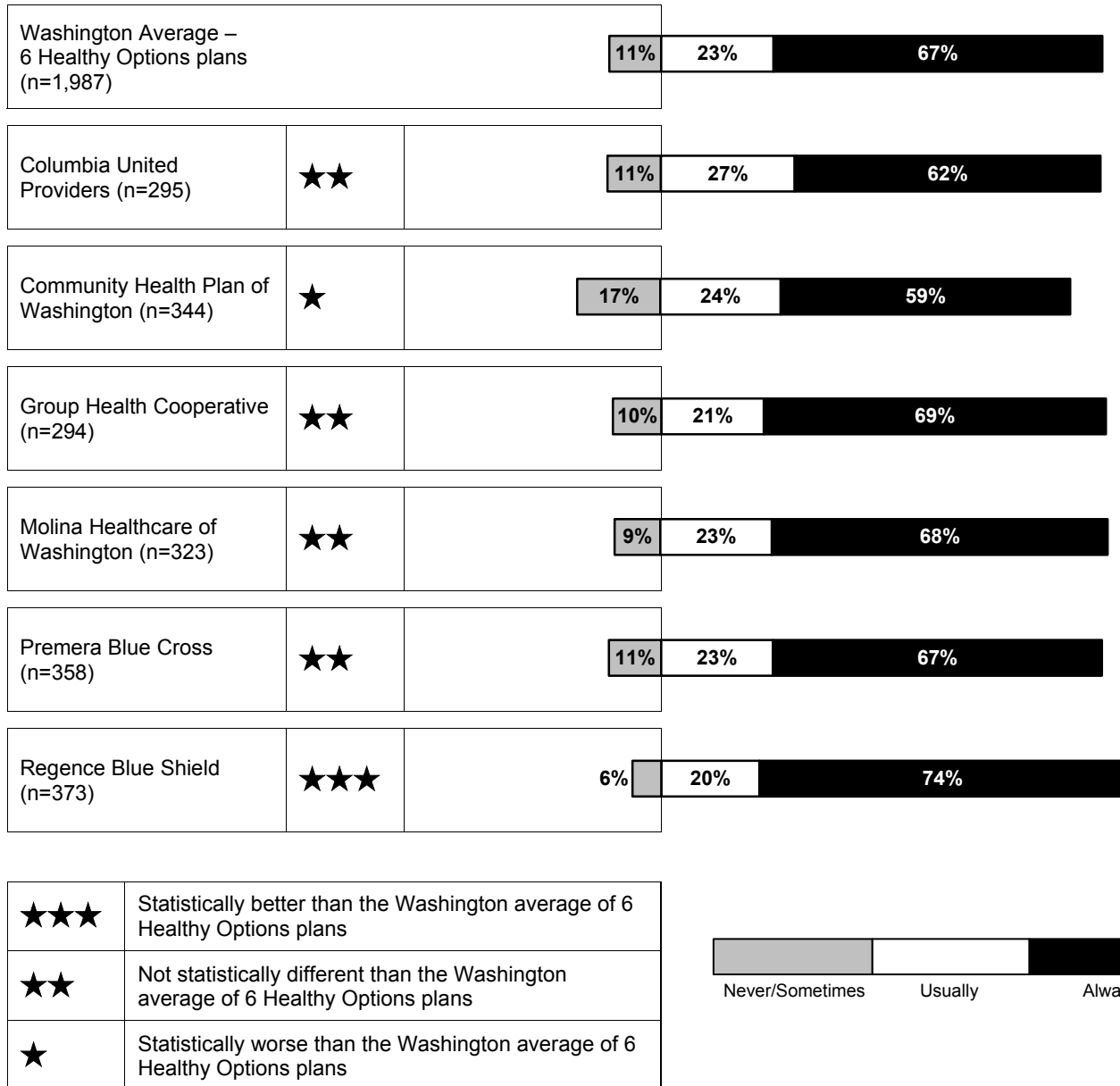
Healthy Options General Child Population

CAHPS Questions

Question 21

Getting Care Quickly

Q21. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

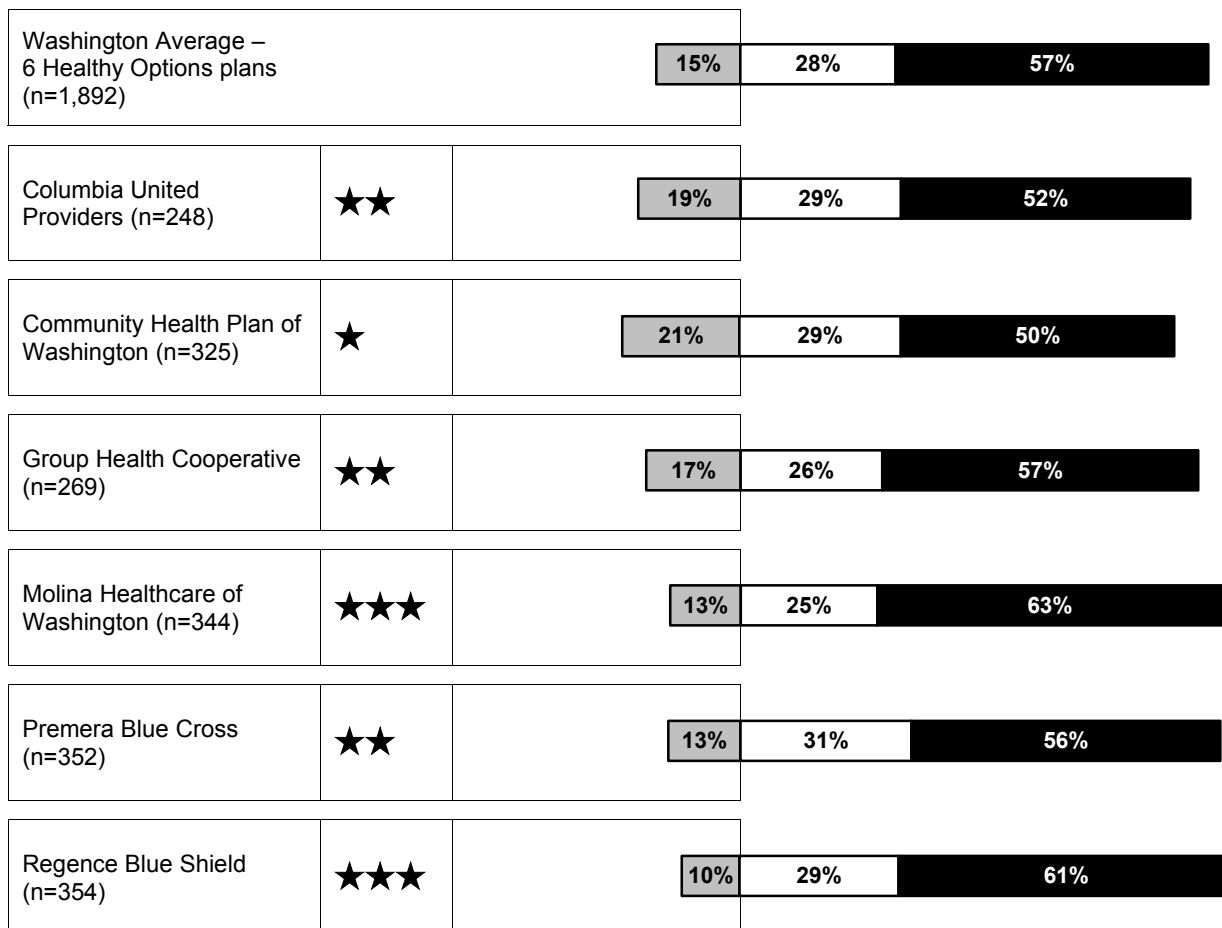
Healthy Options General Child Population

CAHPS Questions

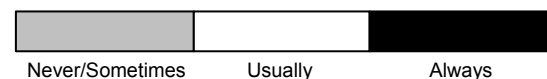
Question 23

Getting Care Quickly

Q23. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

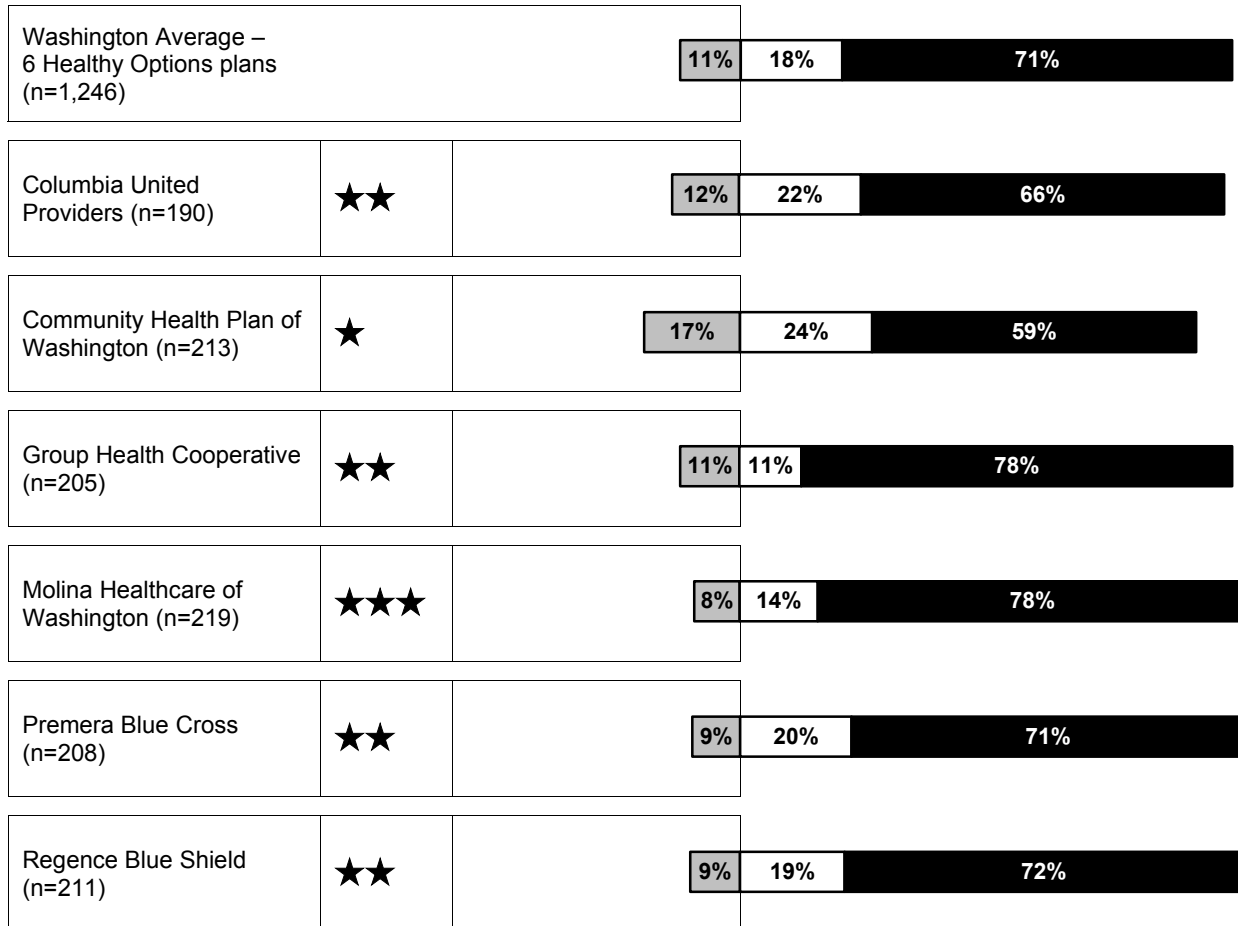
Healthy Options General Child Population

CAHPS Questions

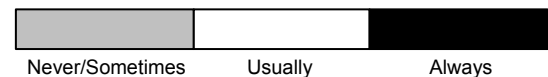
Question 26

Getting Care Quickly

Q26. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

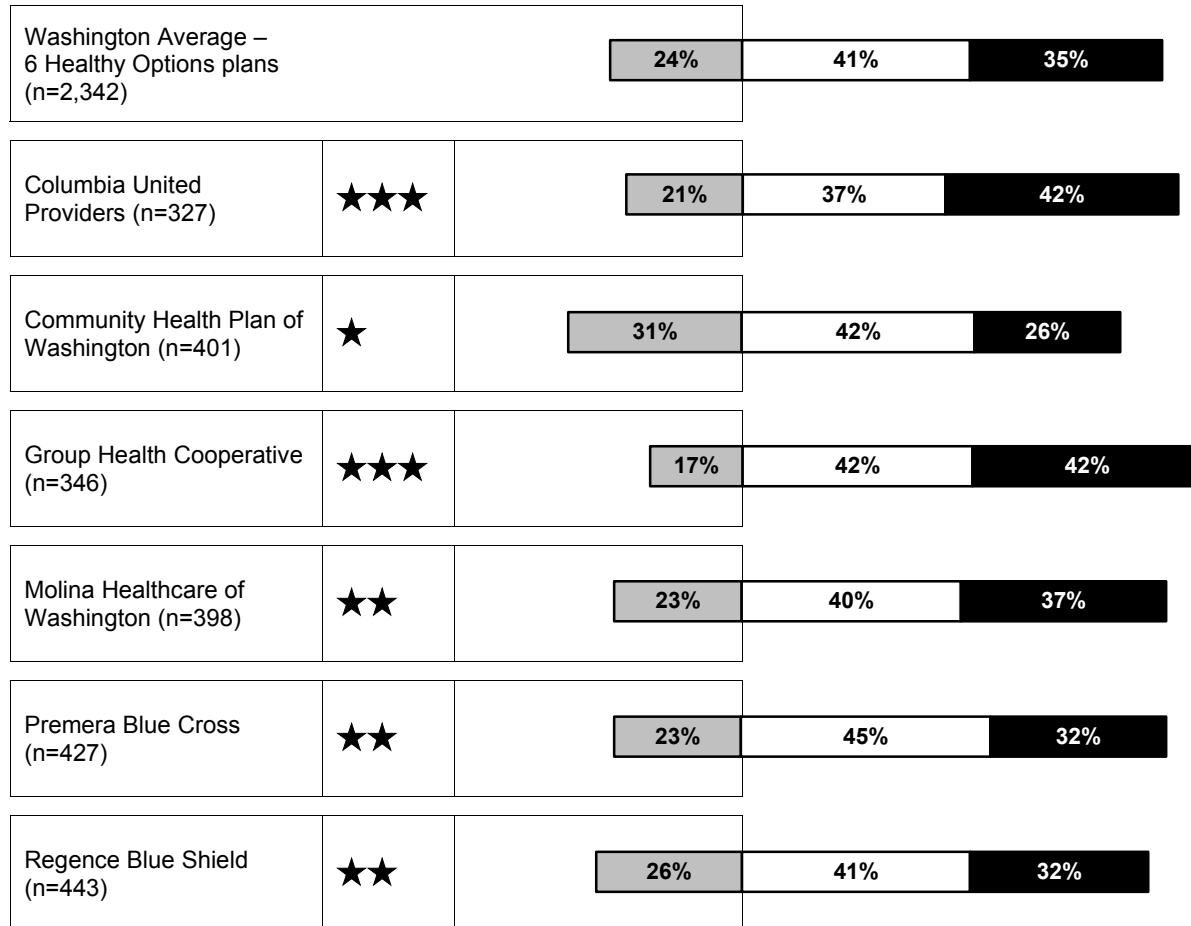
Healthy Options General Child Population

CAHPS Questions

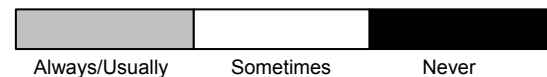
Question 32

Getting Care Quickly

Q32. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

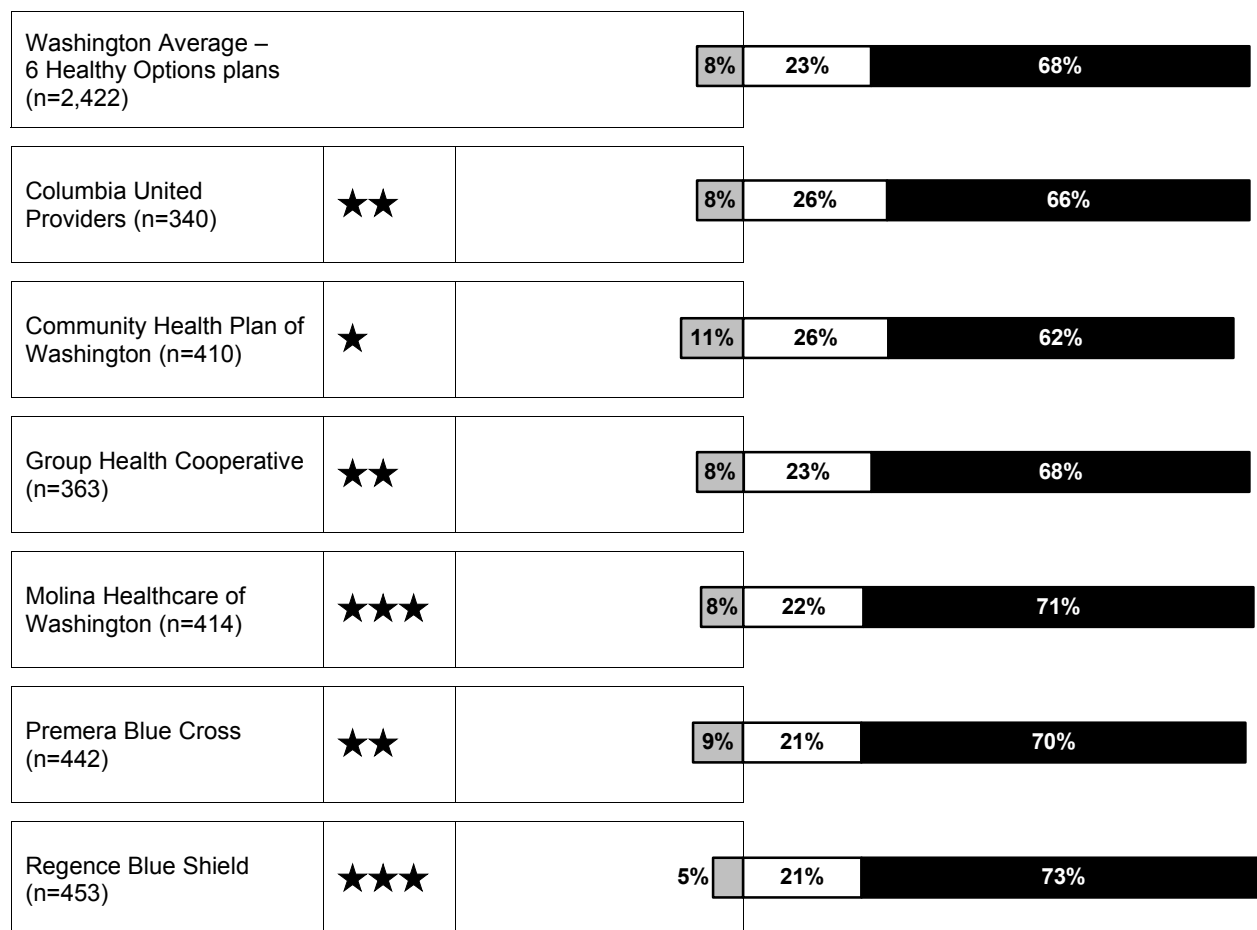


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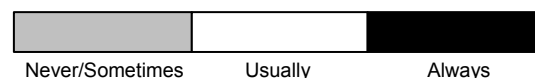
Healthy Options General Child Population CAHPS Questions Composite

How Well Doctors Communicate

This chart summarizes the responses to survey questions 35, 37, 38, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

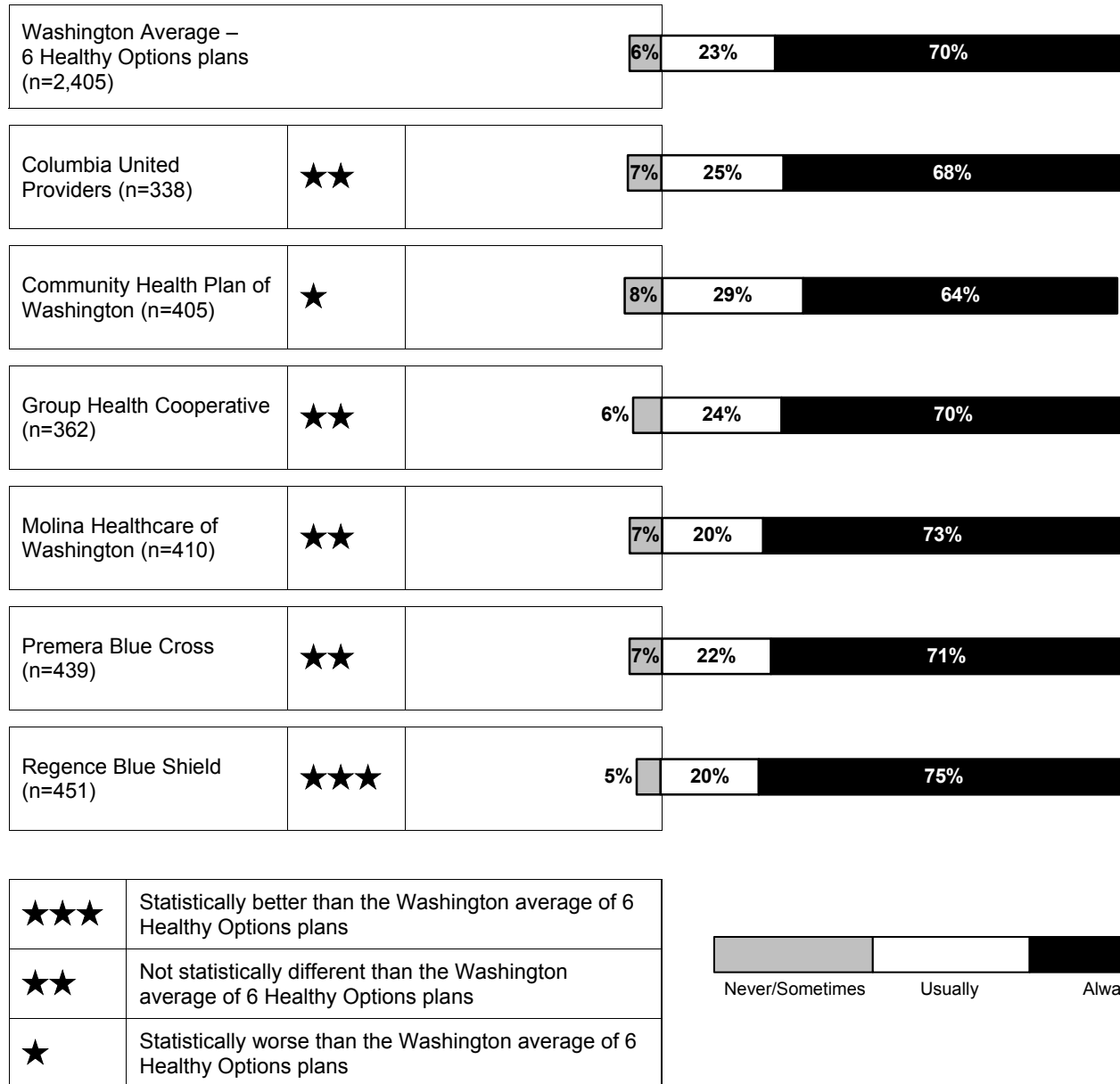
Healthy Options General Child Population

CAHPS Questions

Question 35

How Well Doctors Communicate

Q35. "In the last 6 months, how often did your child's doctors or health providers listen carefully to you?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

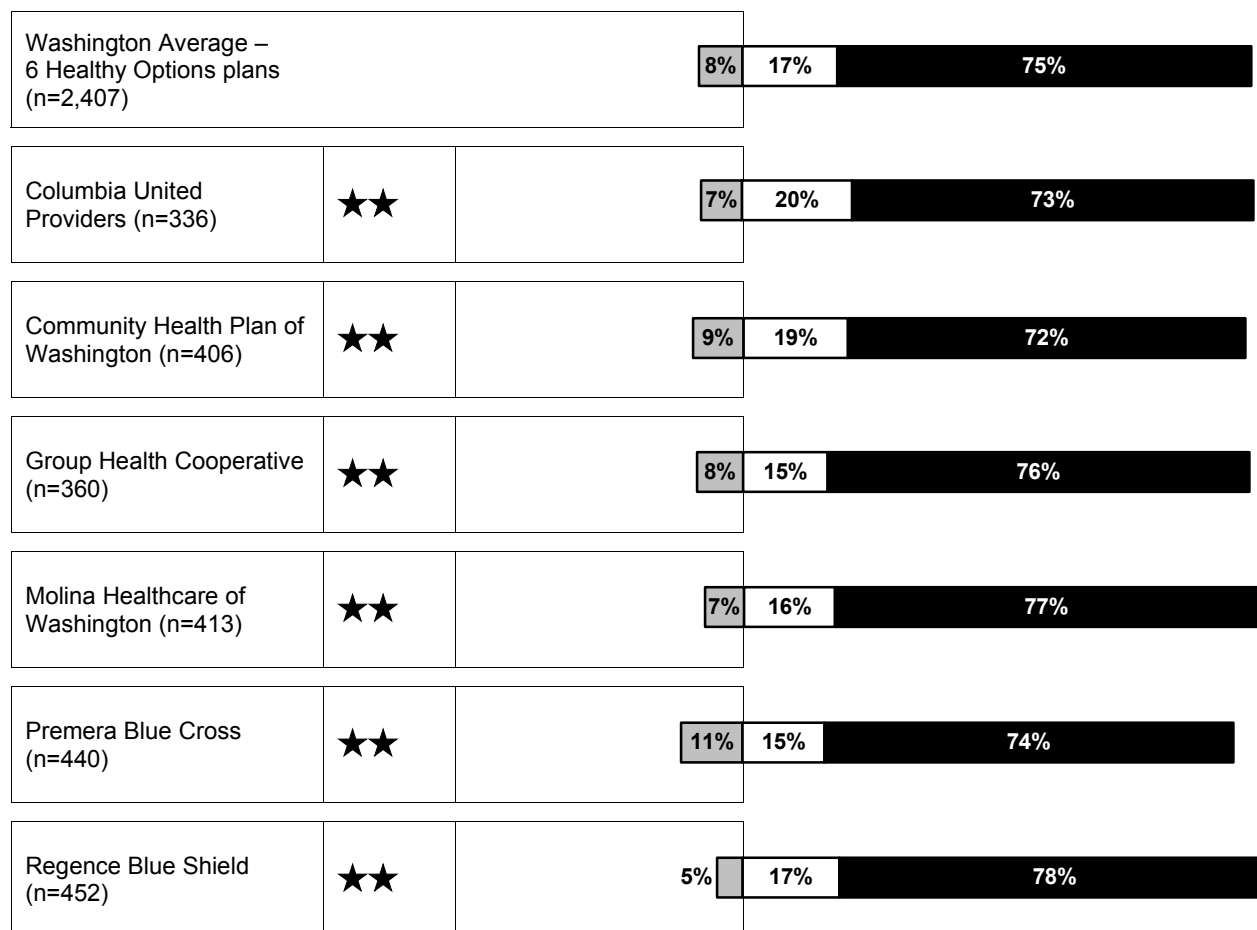
Healthy Options General Child Population

CAHPS Questions

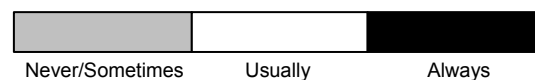
Question 37

How Well Doctors Communicate

Q37. "In the last 6 months, how often did your child's doctors or other providers explain things in a way you could understand?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options General Child Population

CAHPS Questions

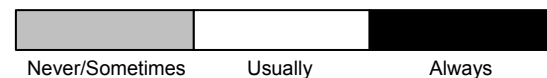
Question 38

How Well Doctors Communicate

Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

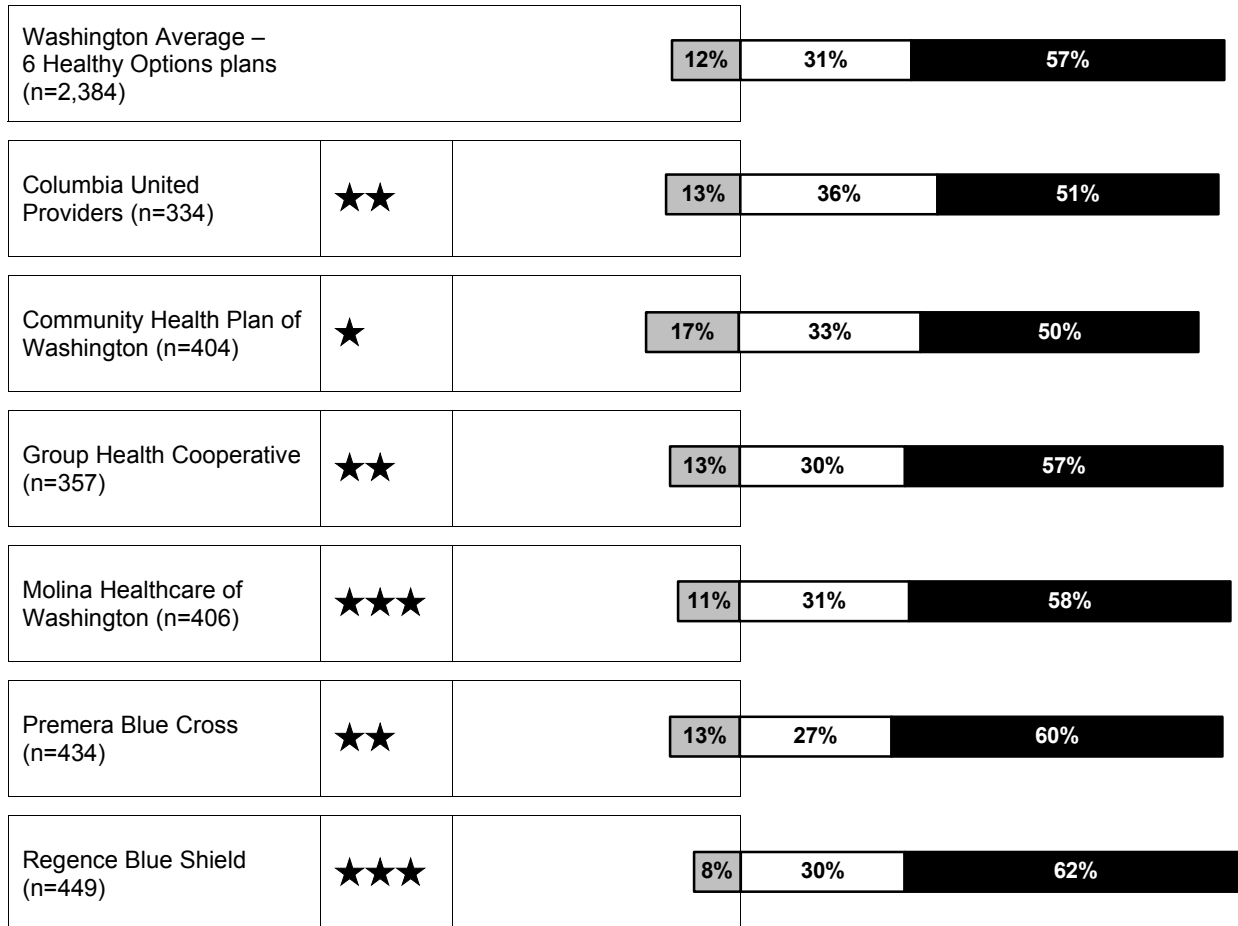
Healthy Options General Child Population

CAHPS Questions

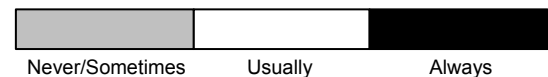
Question 41

How Well Doctors Communicate

Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

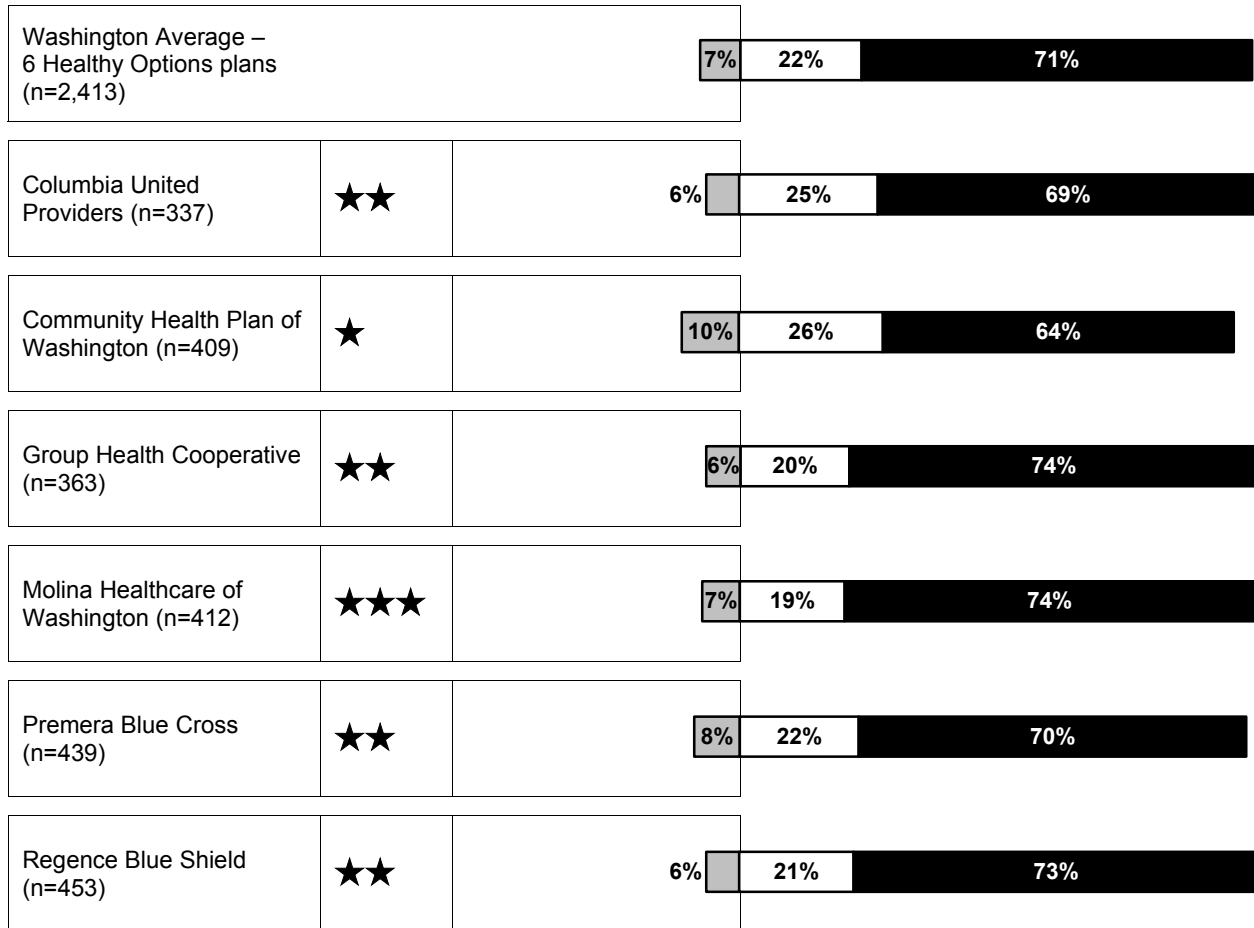
Healthy Options General Child Population

CAHPS Questions

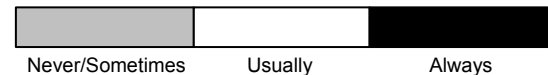
Composite

Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 33 and 34 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

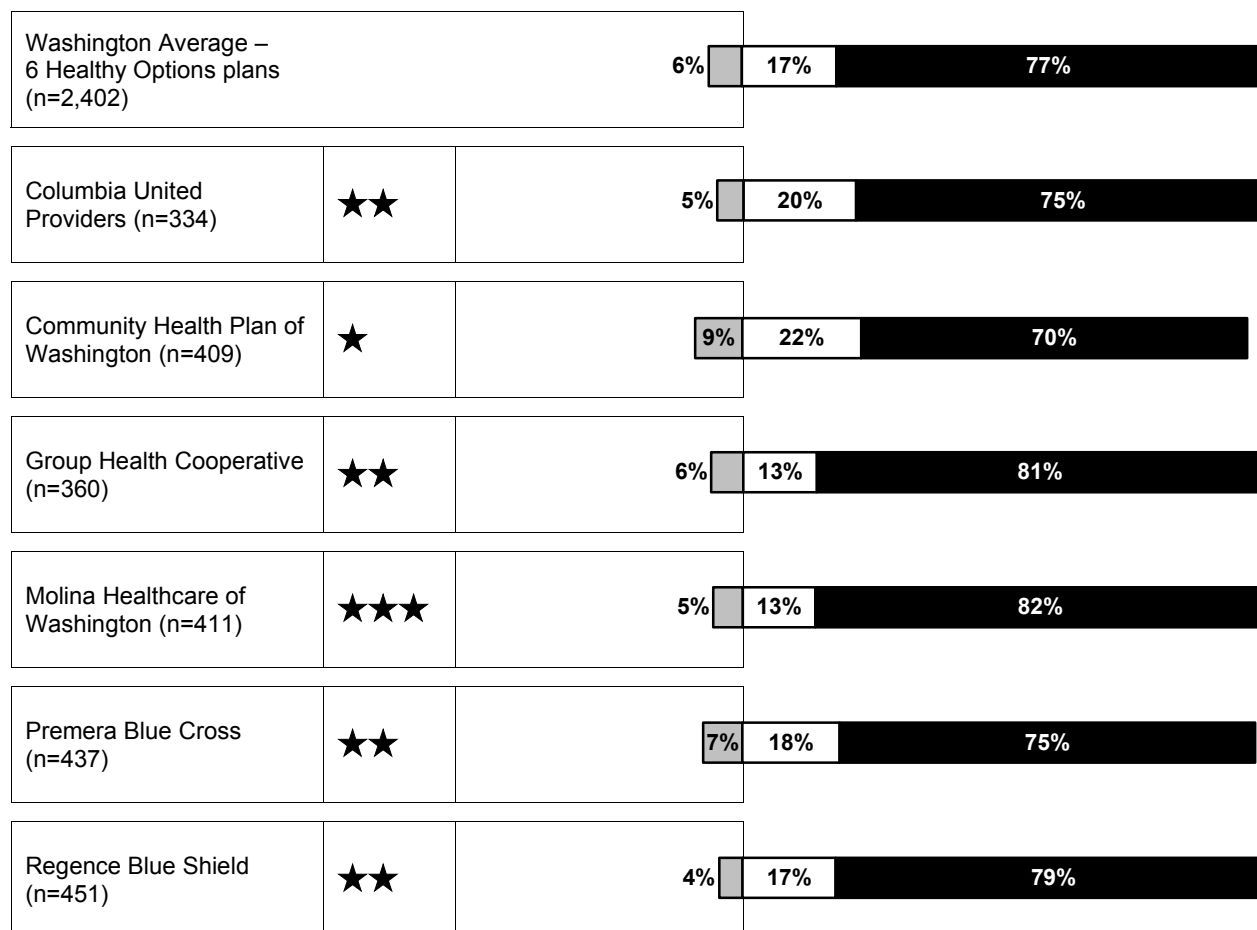
Healthy Options General Child Population

CAHPS Questions

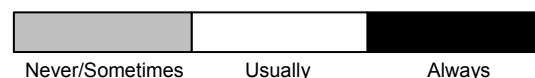
Question 33

Courteous and Helpful Office Staff

Q33. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

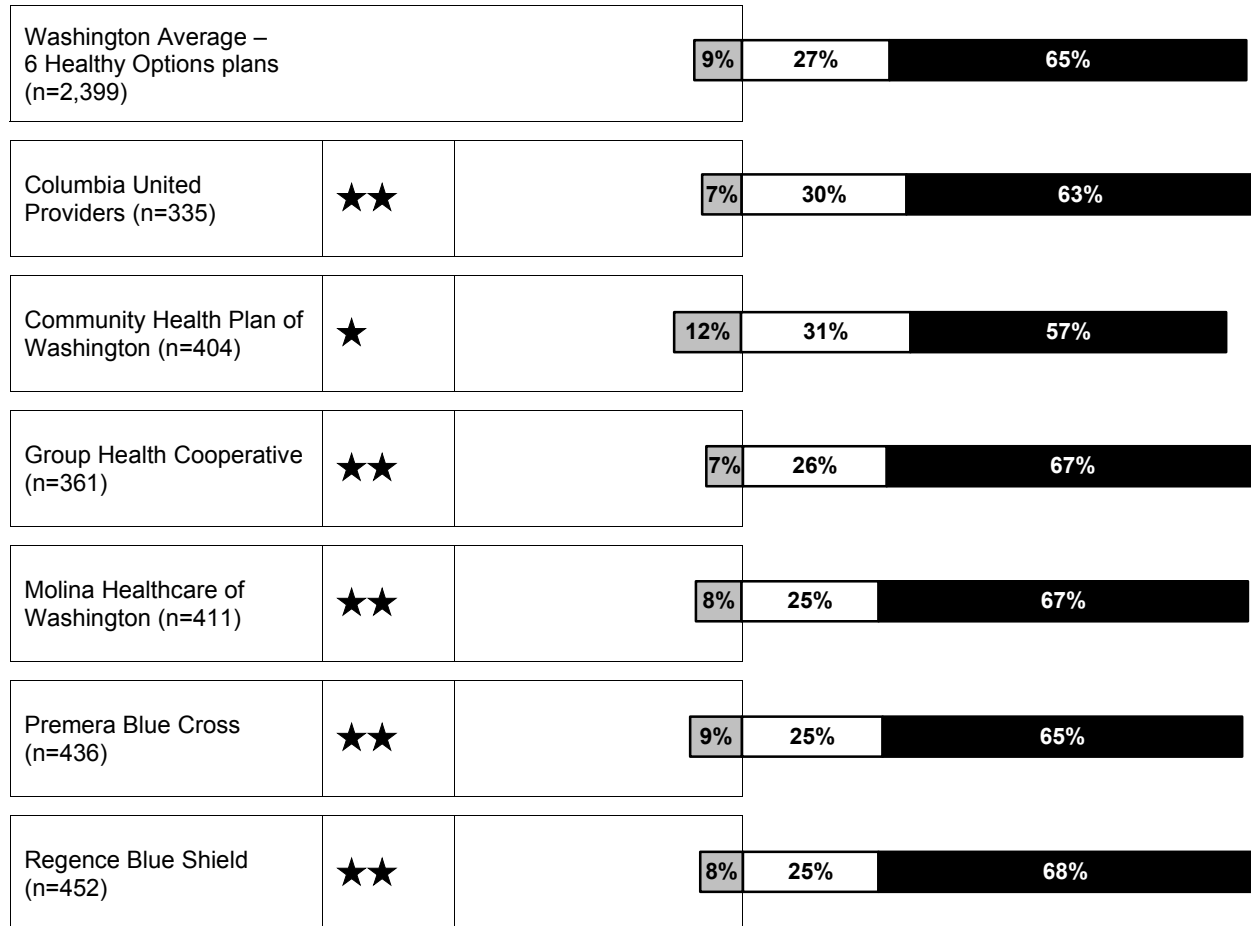
Healthy Options General Child Population

CAHPS Questions

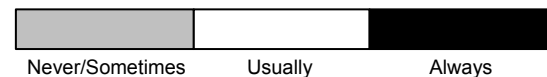
Question 34

Courteous and Helpful Office Staff

Q34. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans

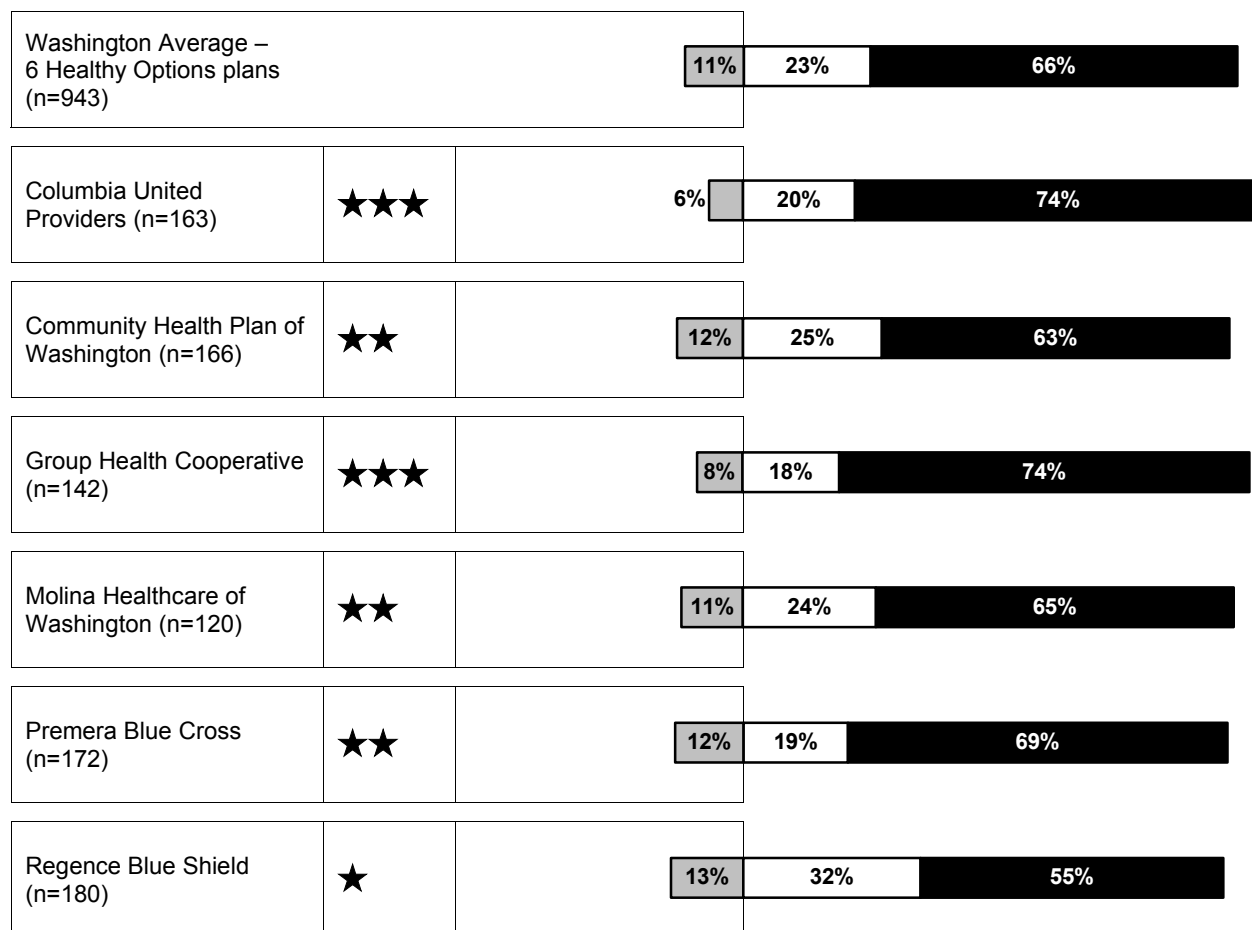


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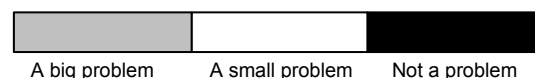
Healthy Options General Child Population CAHPS Questions Composite

Customer Service

This chart summarizes the responses to survey questions 73 and 75 contained in the composite, “Customer Service.” Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

Healthy Options General Child Population

CAHPS Questions

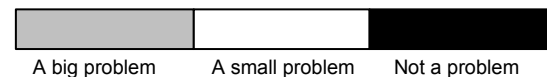
Question 73

Customer Service

Q73. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

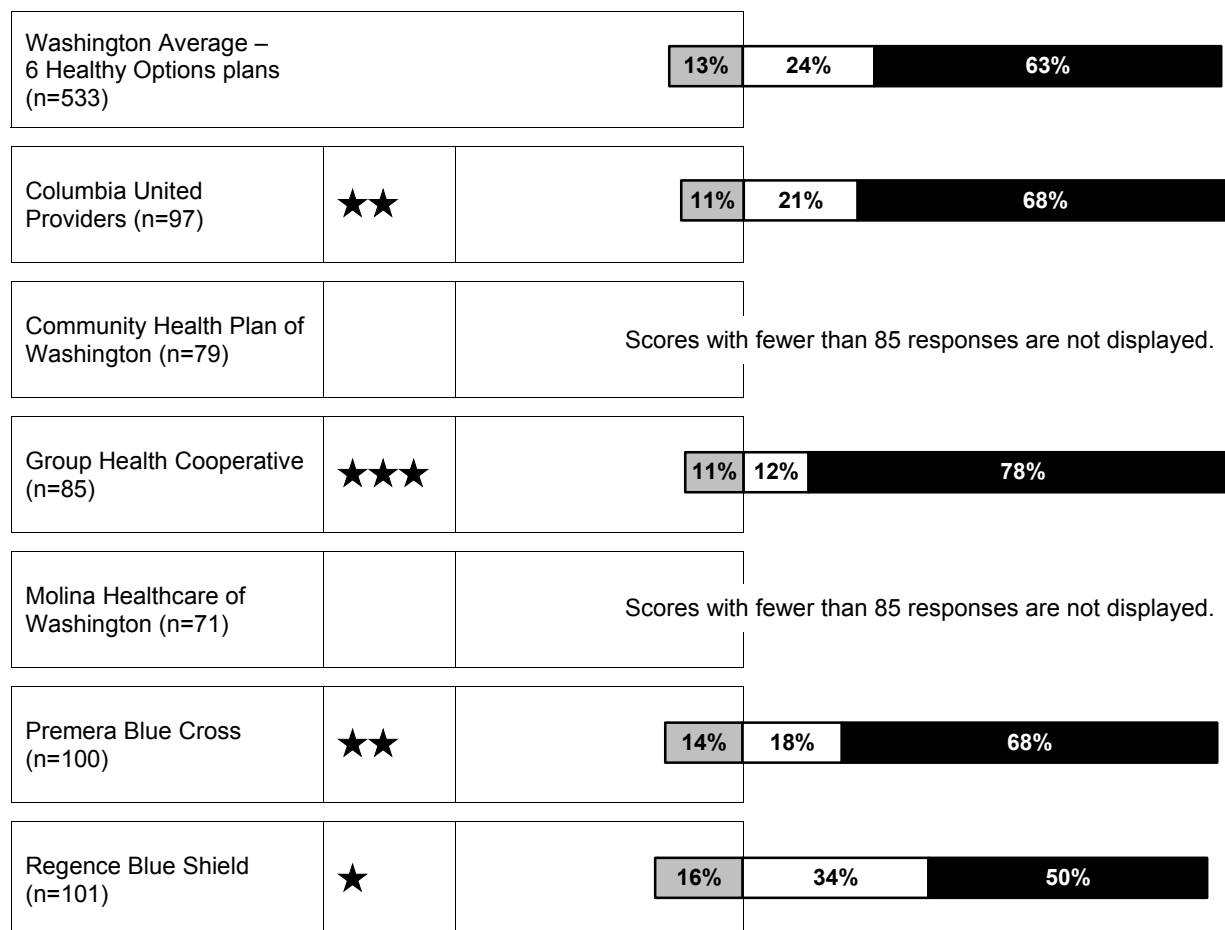
Healthy Options General Child Population

CAHPS Questions

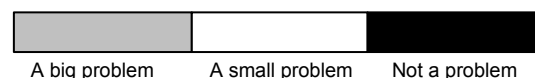
Question 75

Customer Service

Q75. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

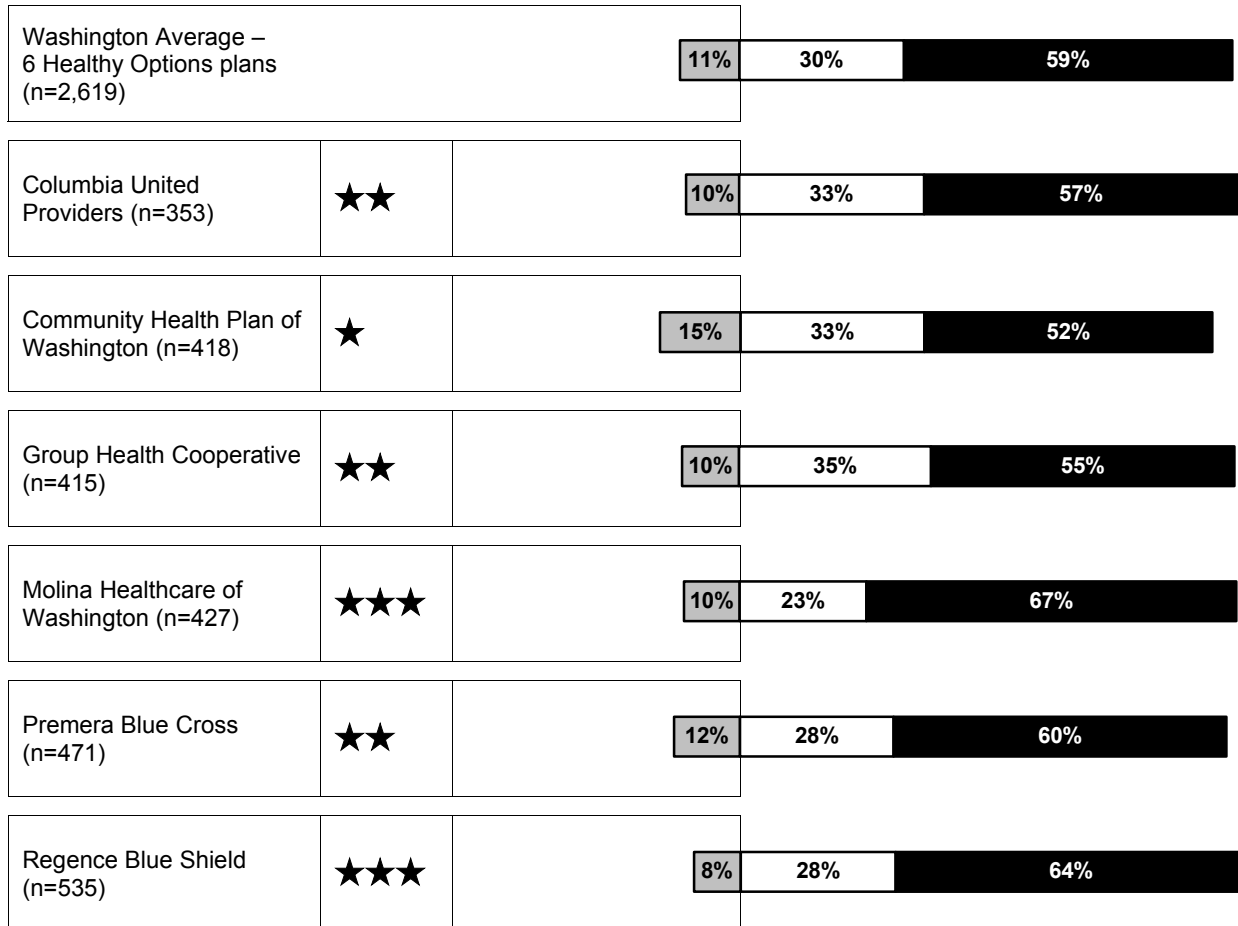
Healthy Options General Child Population

CAHPS Questions

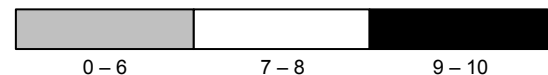
Question 14

Rating of Personal Doctor or Nurse

Q14. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

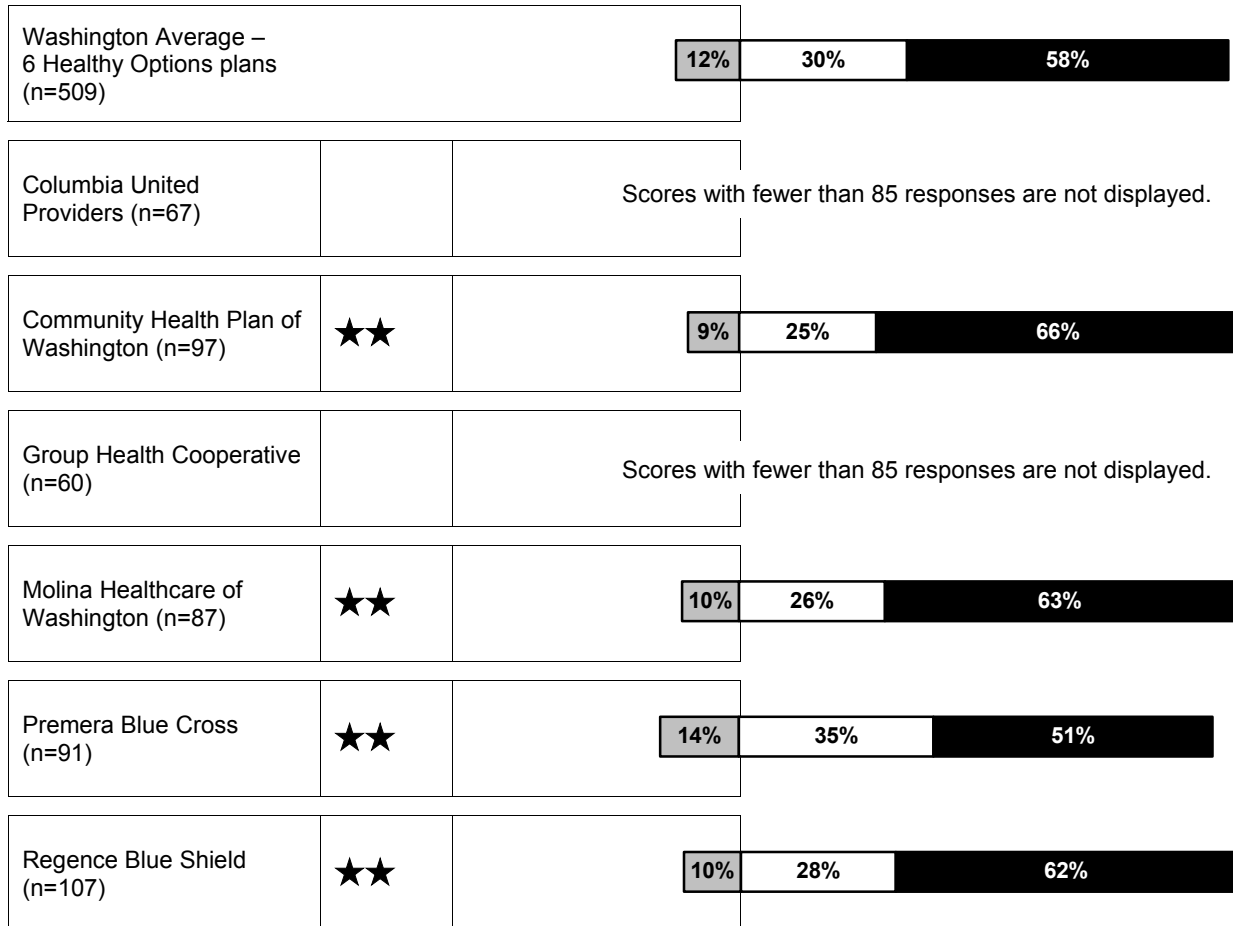
Healthy Options General Child Population

CAHPS Questions

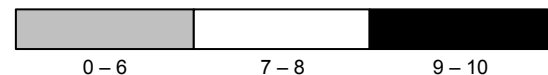
Question 18

Rating of Specialist

Q18. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

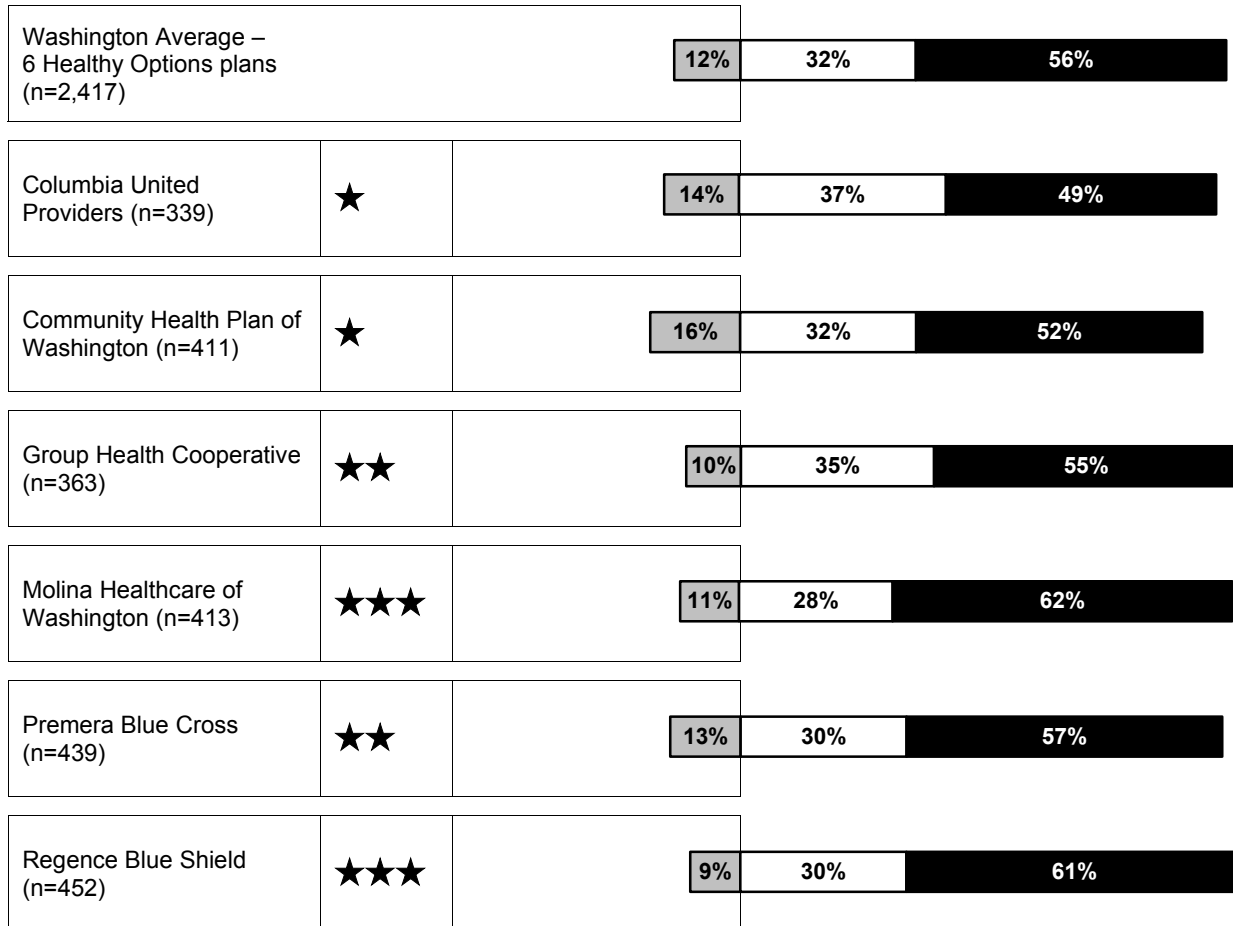
Healthy Options General Child Population

CAHPS Questions

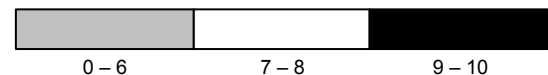
Question 51

Rating of Health Care Received

Q51. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

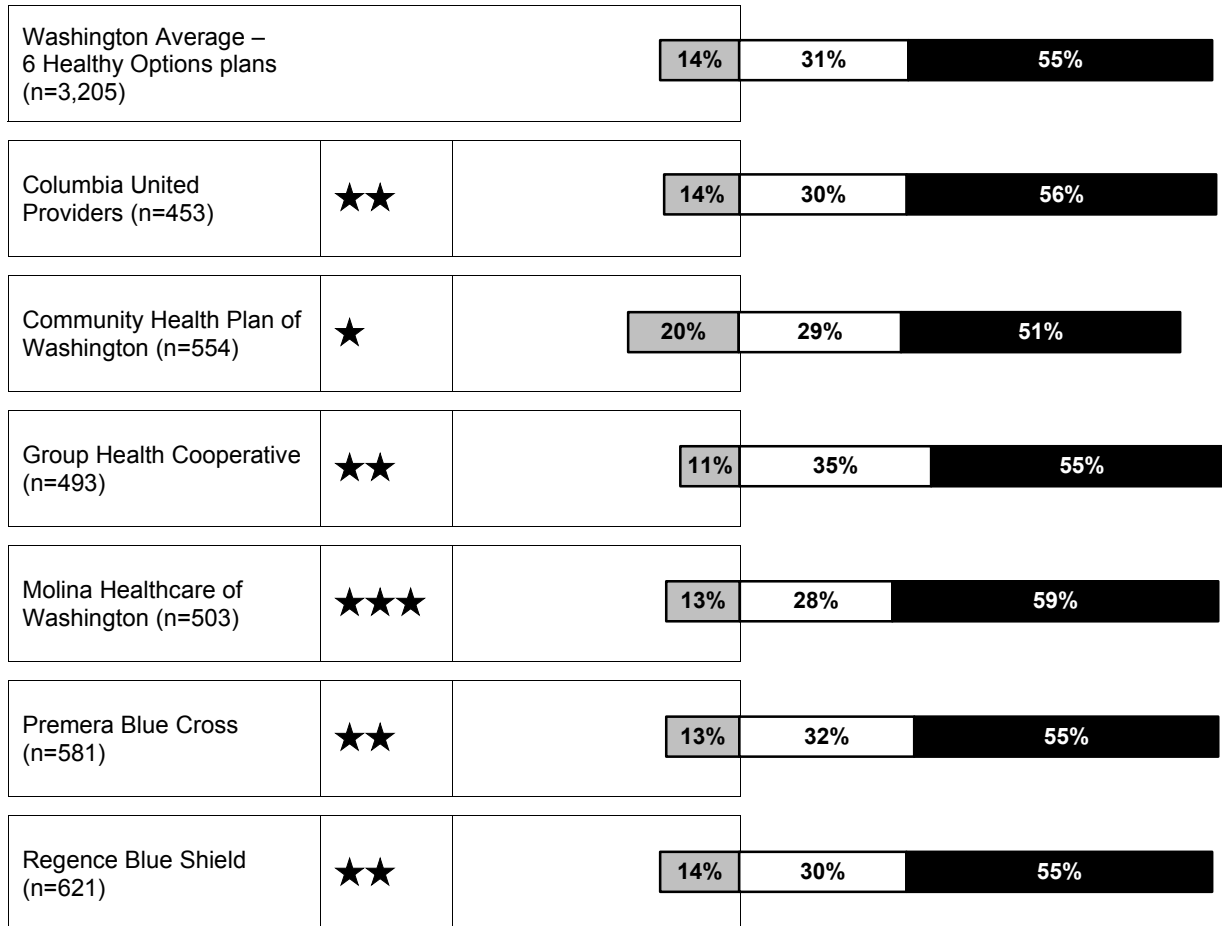
Healthy Options General Child Population

CAHPS Questions

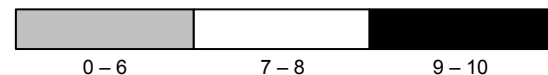
Question 81

Rating of Health Plan

Q81. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

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Healthy Options Children with Chronic Conditions Population



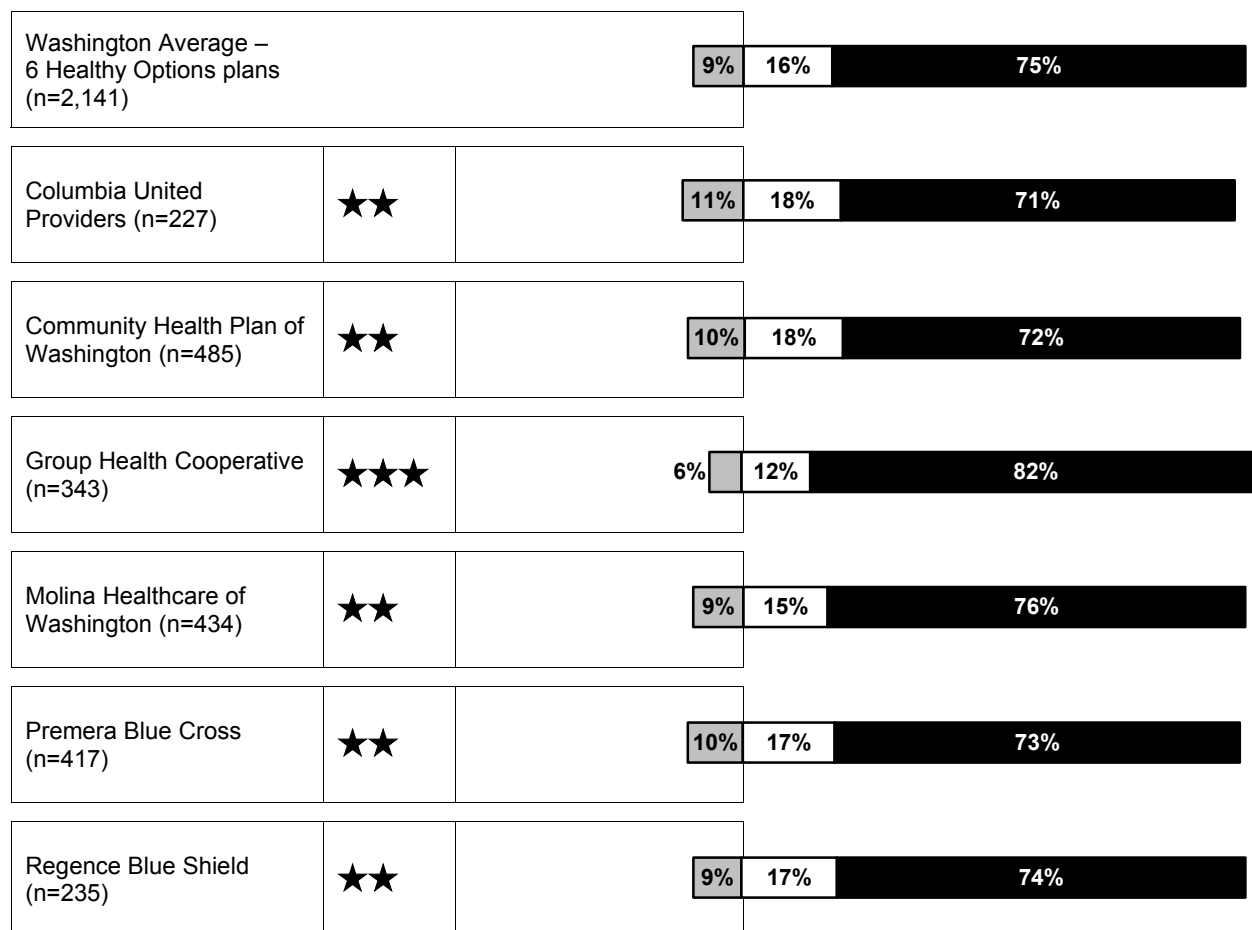
Healthy Options Children with Chronic Conditions

CAHPS Questions

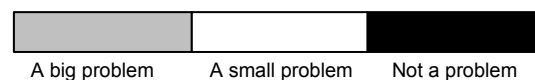
Composite

Getting Needed Care

This chart summarizes the responses to survey questions 7, 16, 30, and 31 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

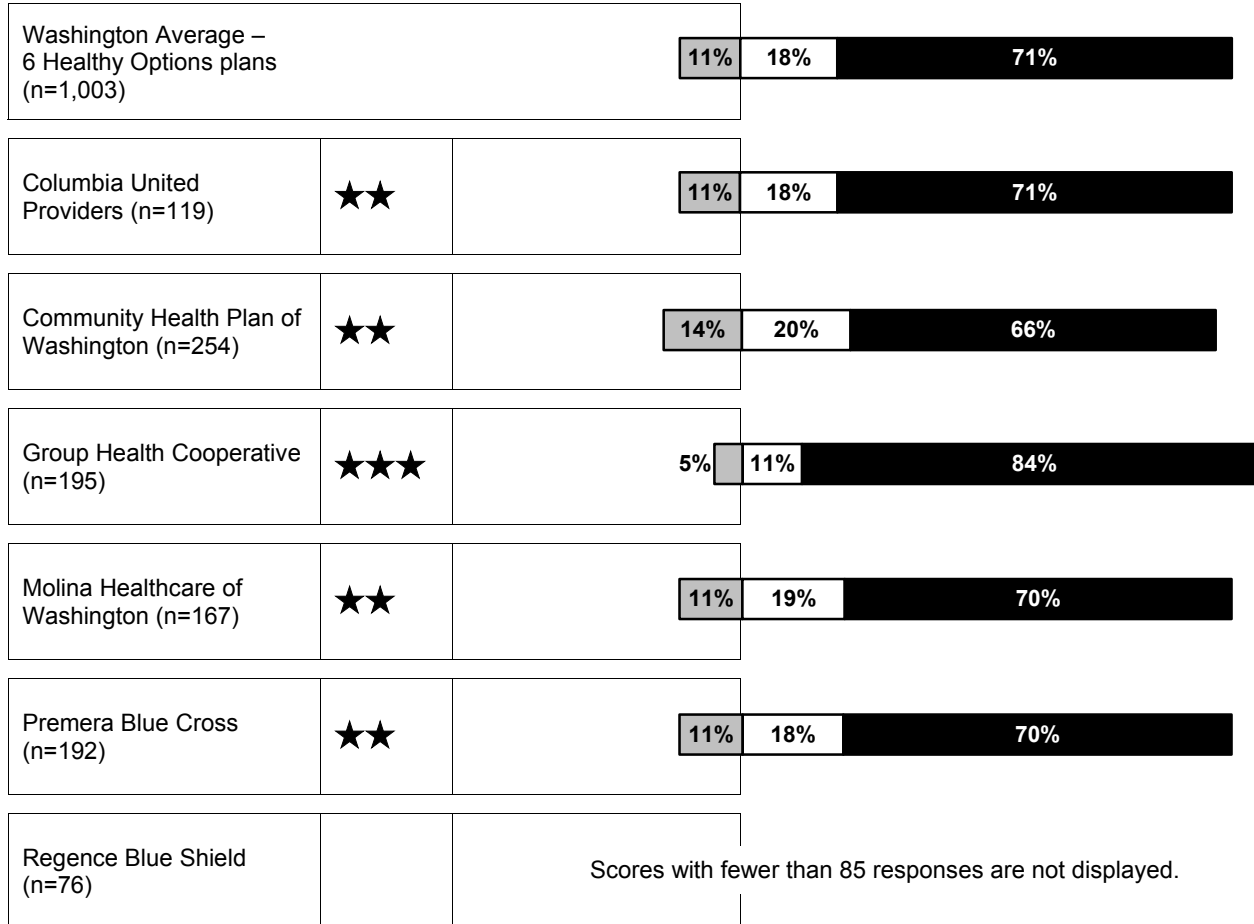
Healthy Options Children with Chronic Conditions

CAHPS Questions

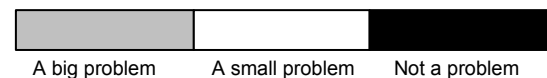
Question 7

Getting Needed Care

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

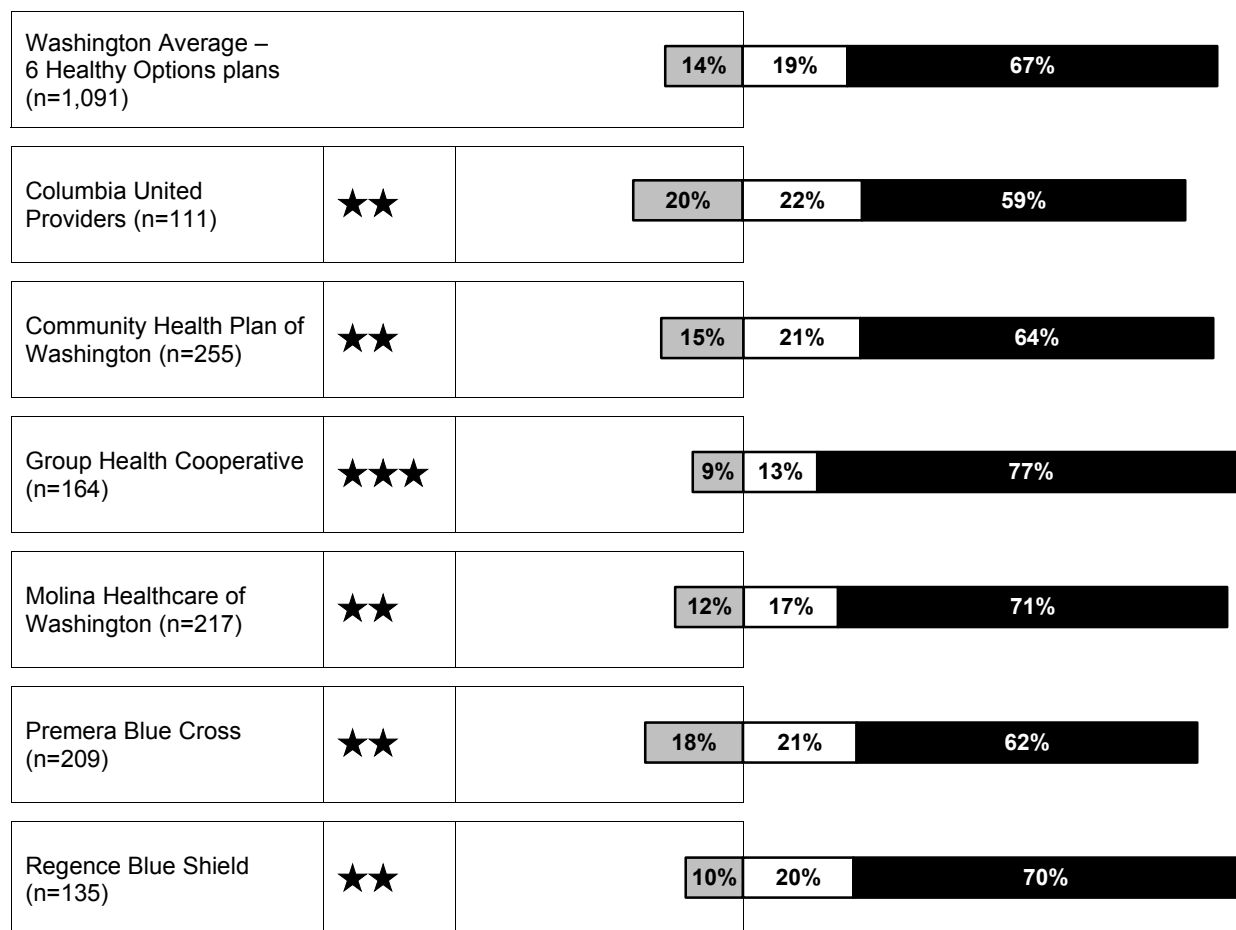
Healthy Options Children with Chronic Conditions

CAHPS Questions

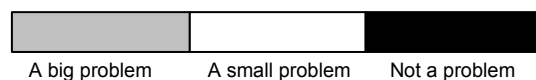
Question 16

Getting Needed Care

Q16. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

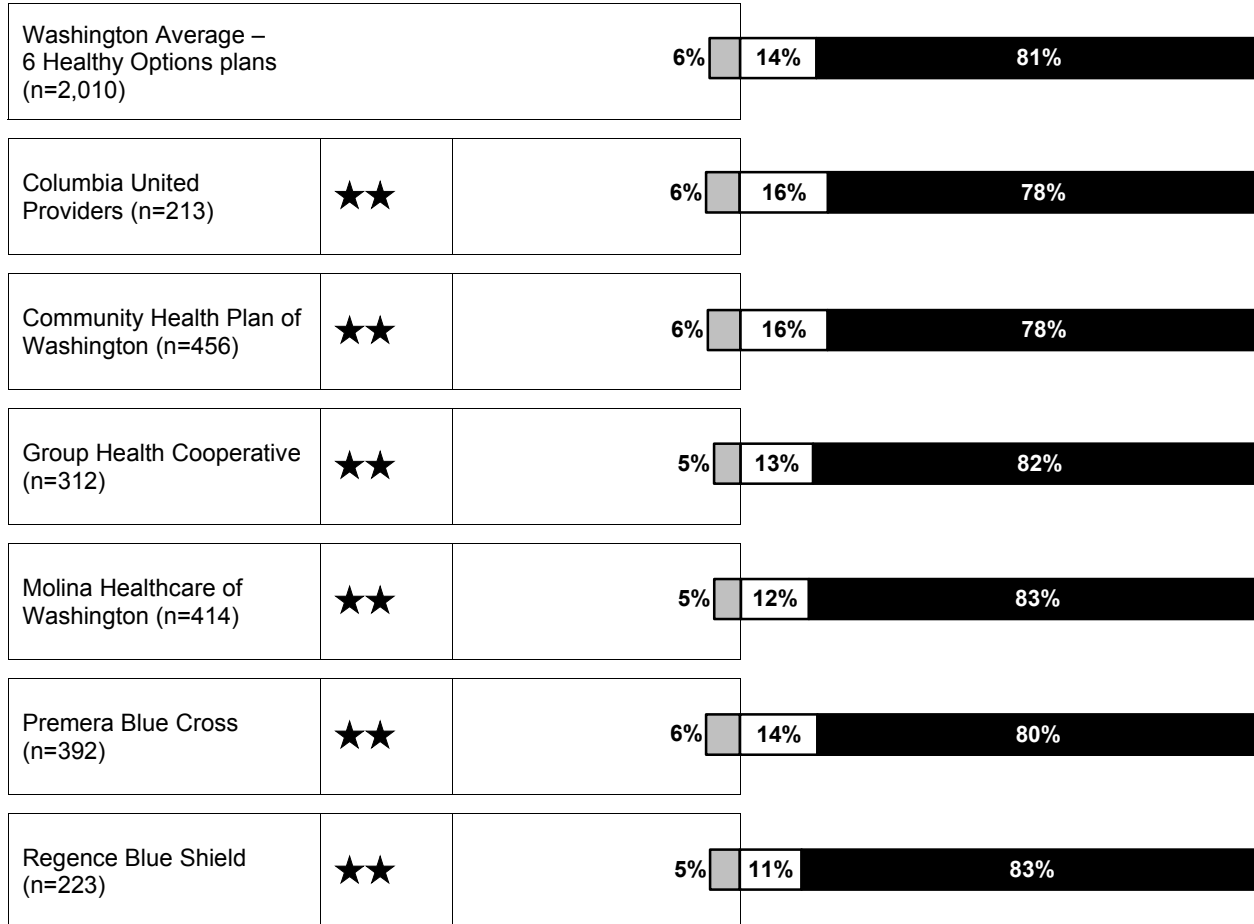
Healthy Options Children with Chronic Conditions

CAHPS Questions

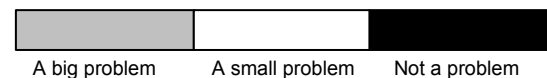
Question 30

Getting Needed Care

Q30. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

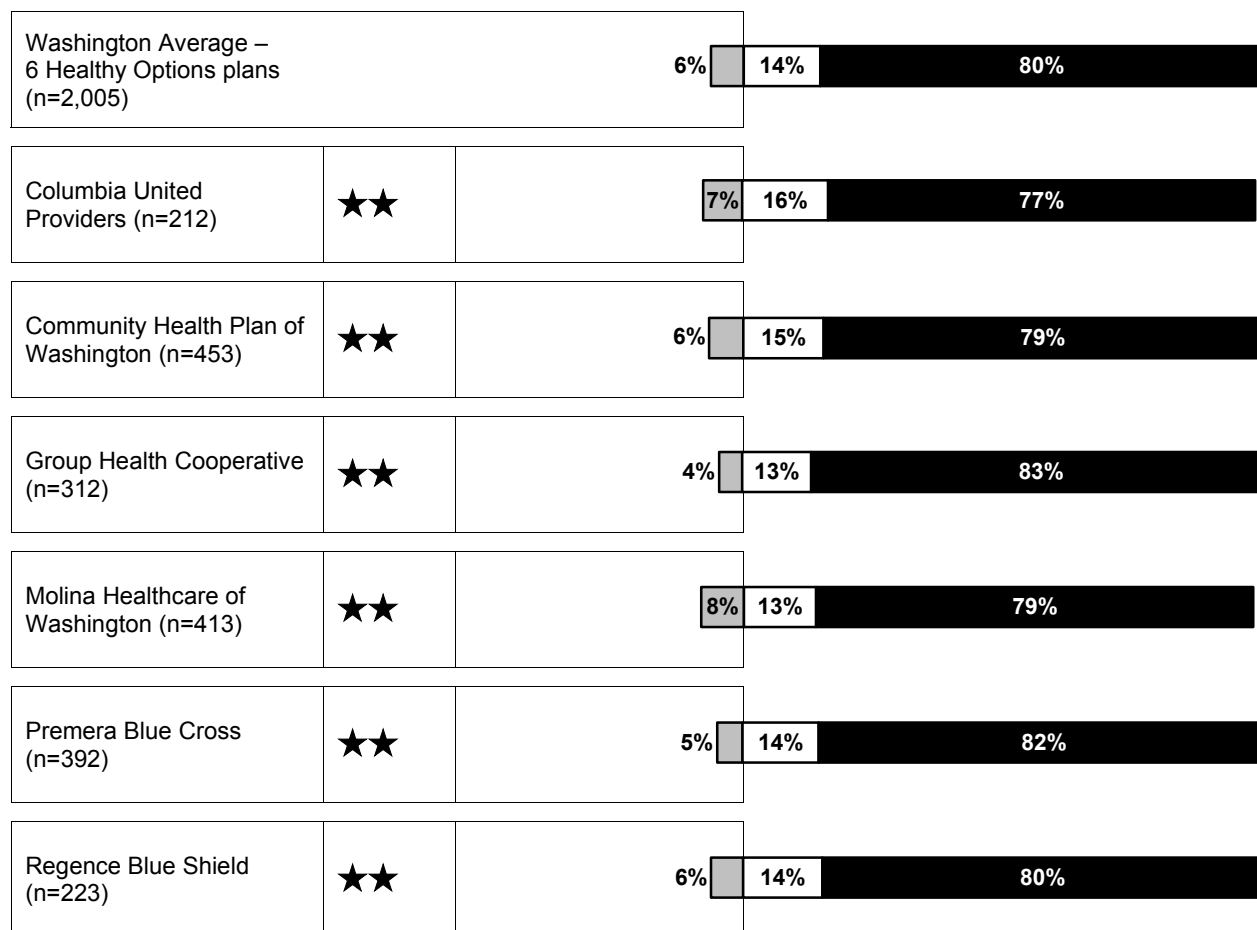
Healthy Options Children with Chronic Conditions

CAHPS Questions

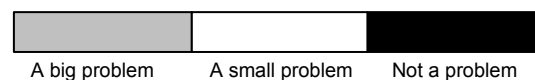
Question 31

Getting Needed Care

Q31. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

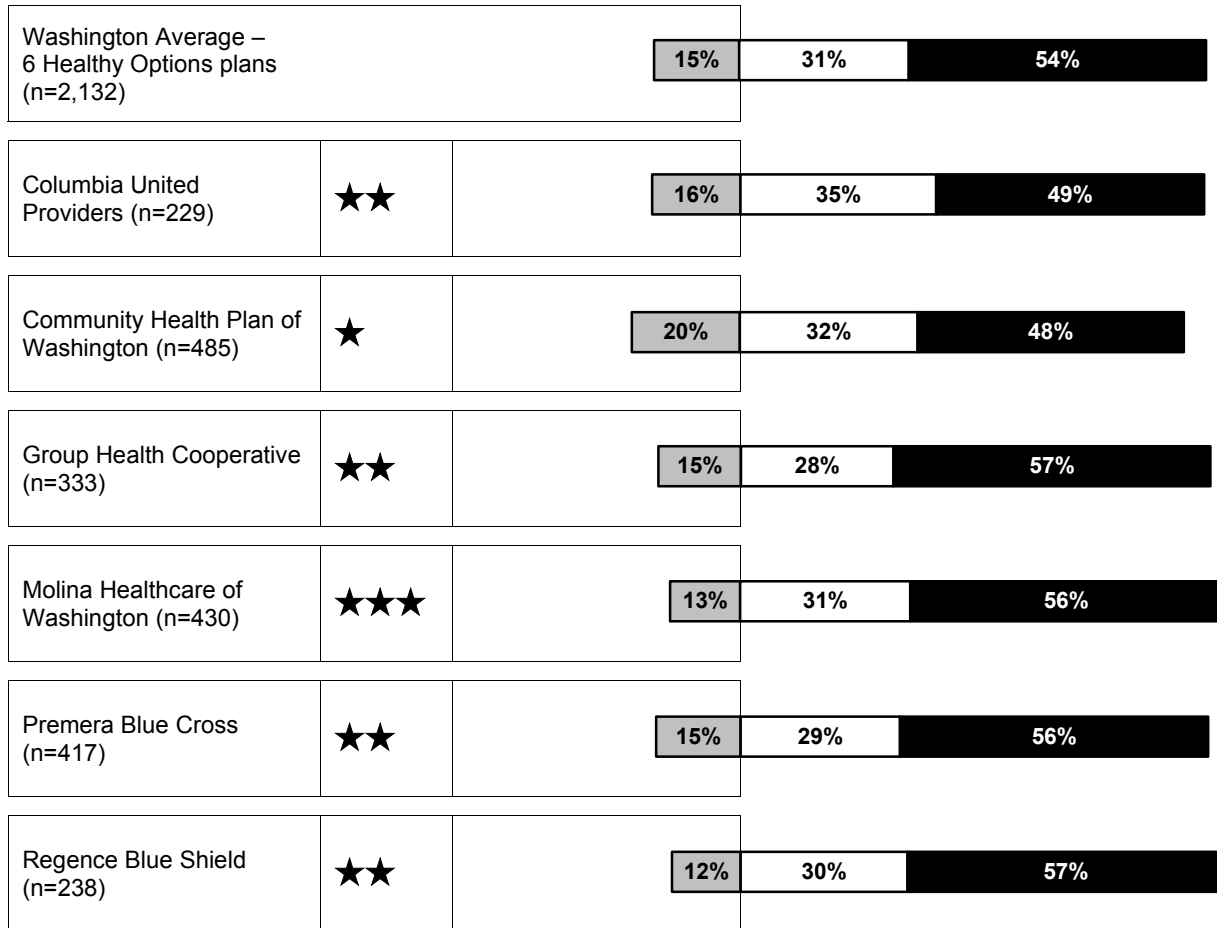
Healthy Options Children with Chronic Conditions

CAHPS Questions

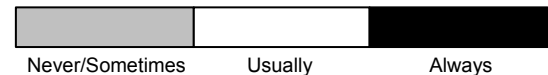
Composite

Getting Care Quickly

This chart summarizes the responses to survey questions 21, 23, 26 and 32 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

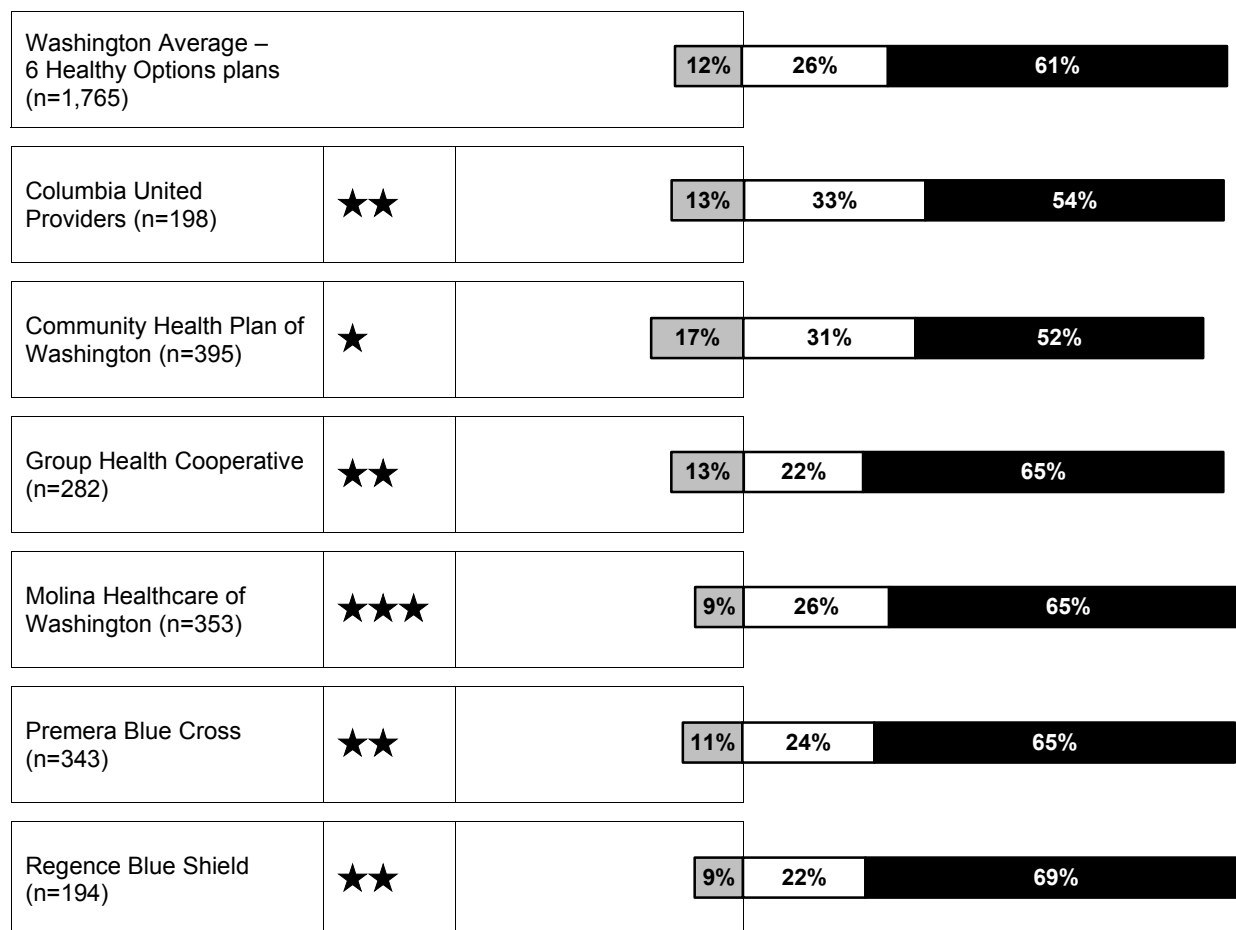
Healthy Options Children with Chronic Conditions

CAHPS Questions

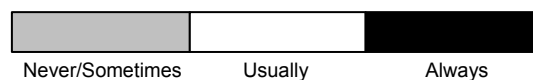
Question 21

Getting Care Quickly

Q21. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

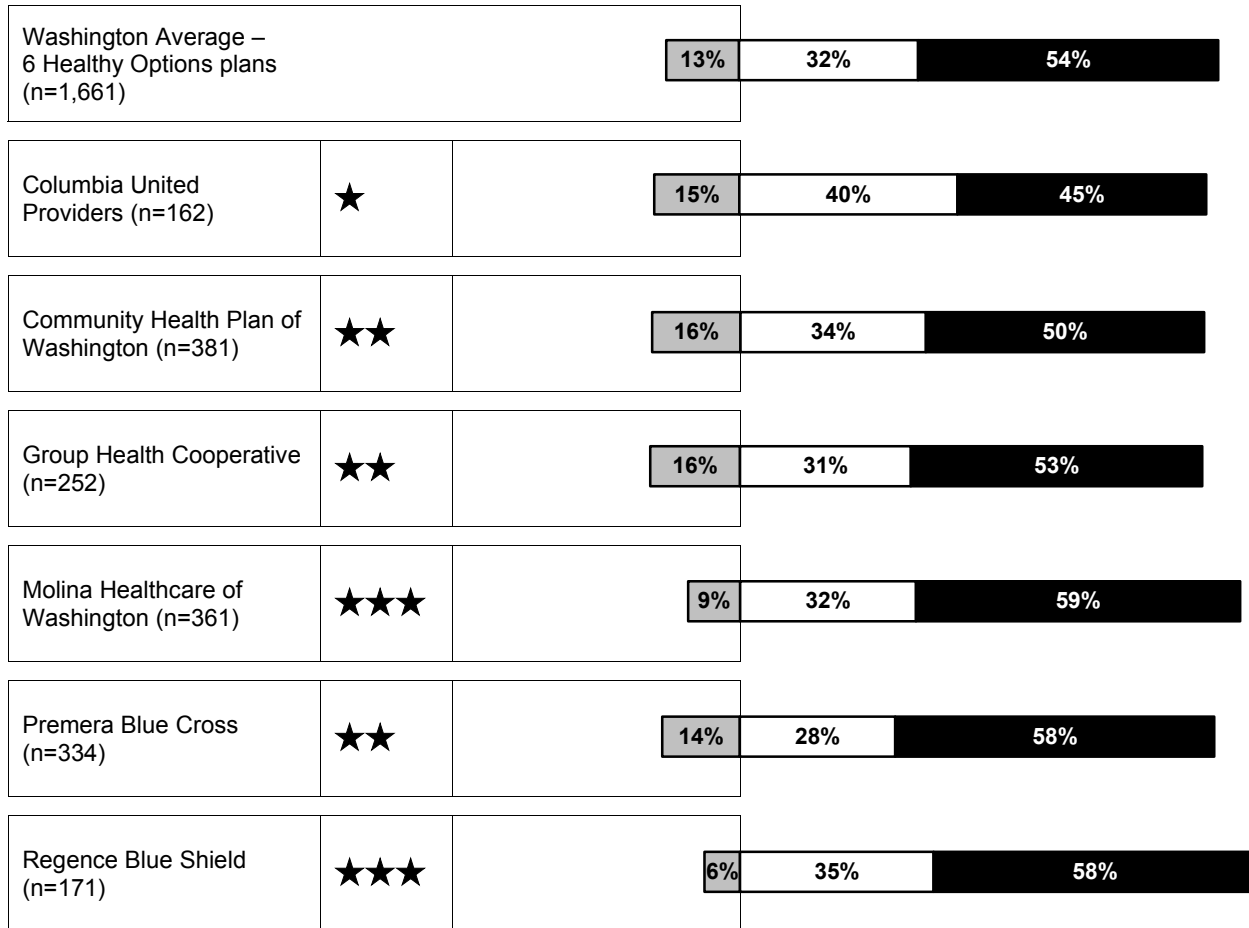
Healthy Options Children with Chronic Conditions

CAHPS Questions

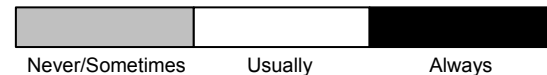
Question 23

Getting Care Quickly

Q23. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

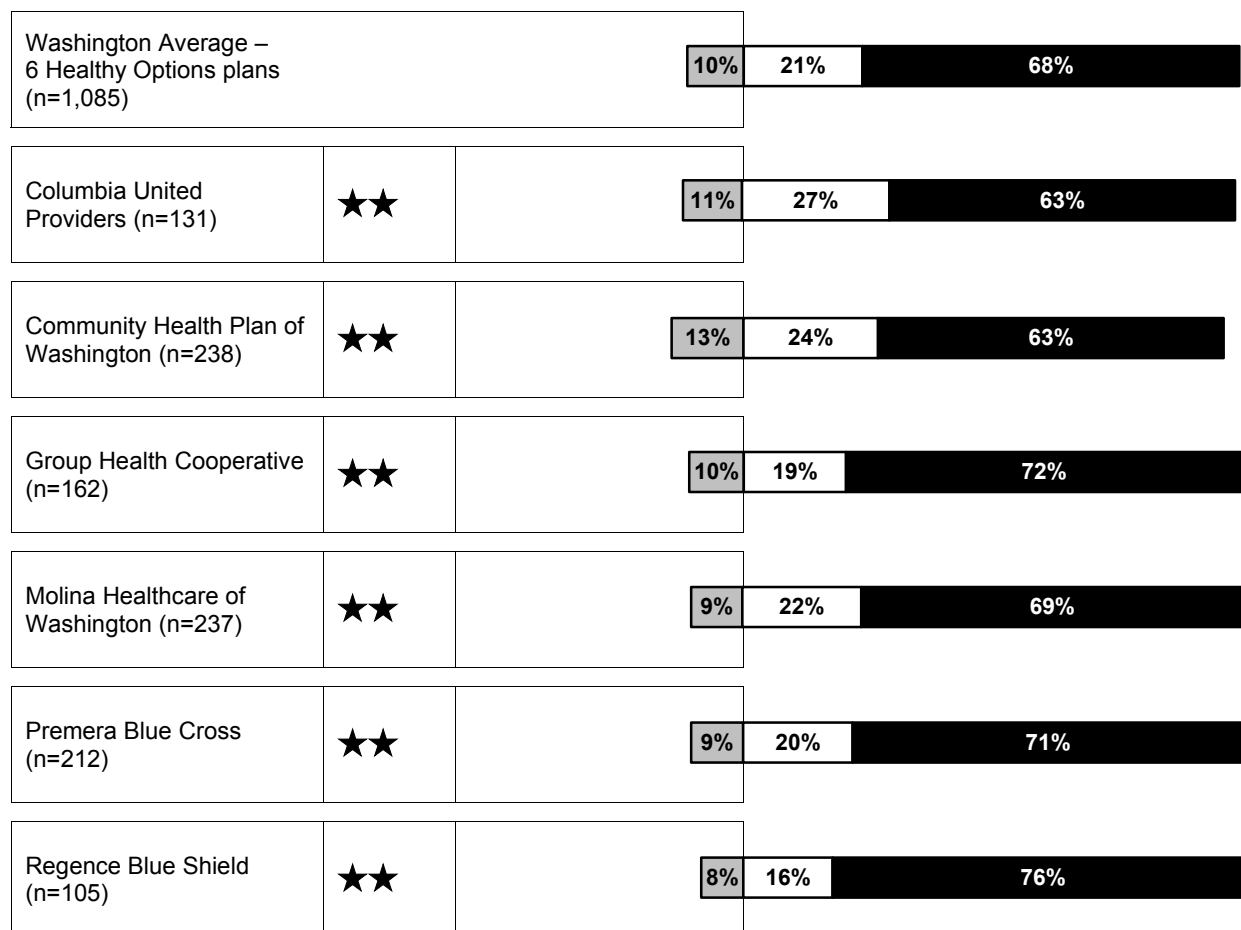
Healthy Options Children with Chronic Conditions

CAHPS Questions

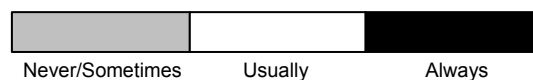
Question 26

Getting Care Quickly

Q26. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

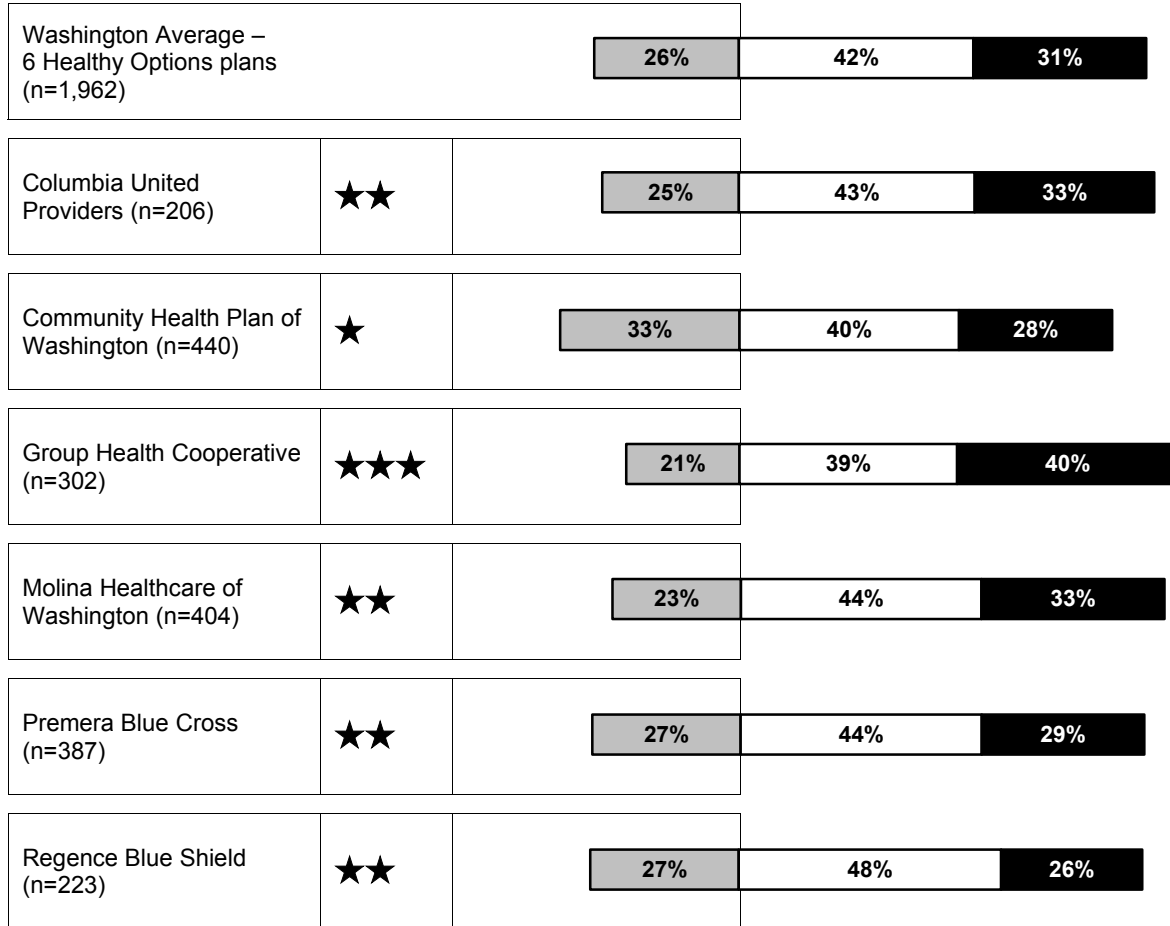
Healthy Options Children with Chronic Conditions

CAHPS Questions

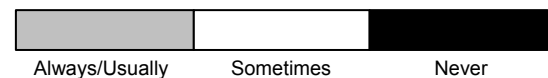
Question 32

Getting Care Quickly

Q32. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



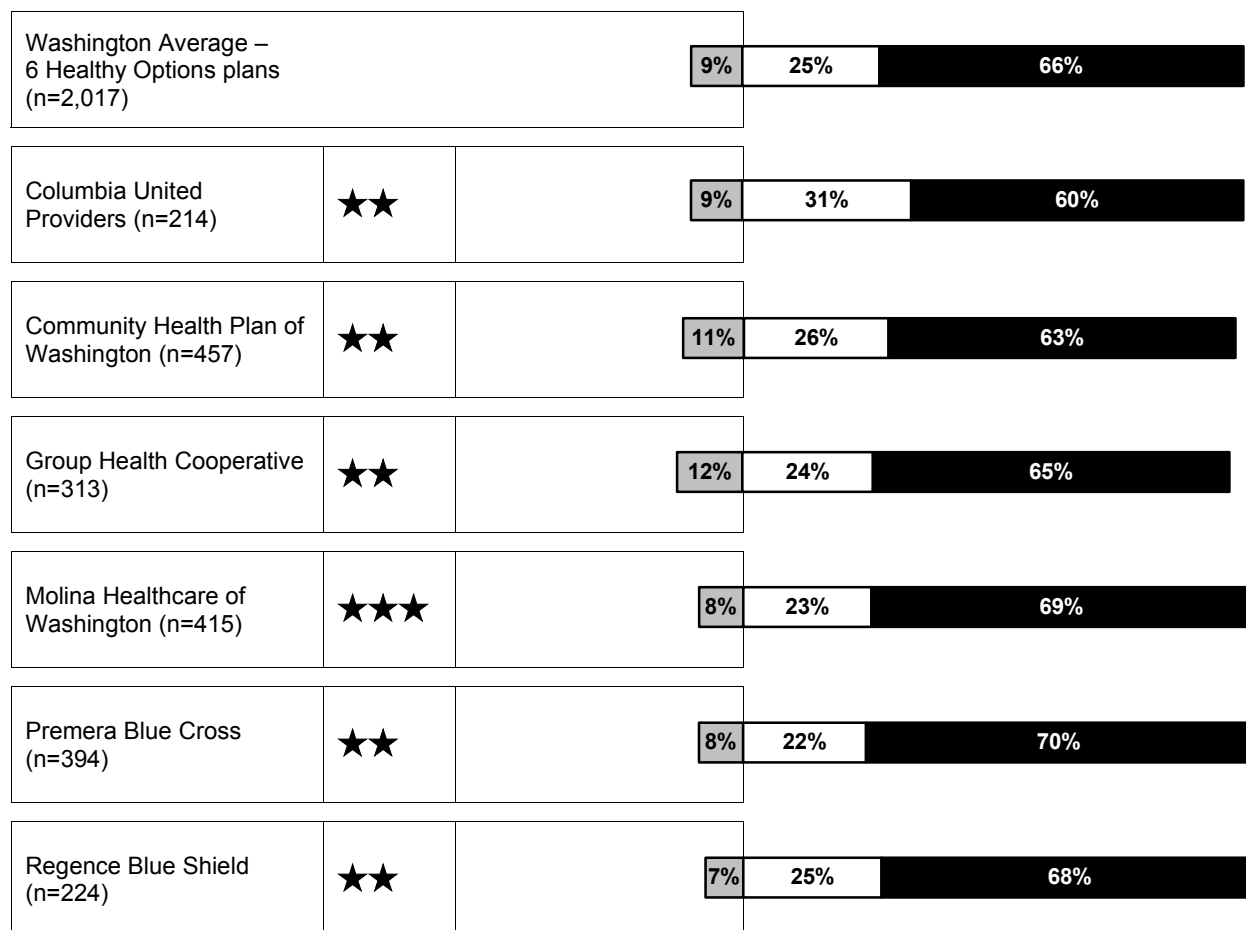
NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

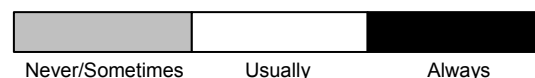
CAHPS Questions Composite

How Well Doctors Communicate

This chart summarizes the responses to survey questions 35, 37, 38, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS Questions

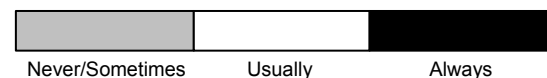
Question 35

How Well Doctors Communicate

Q35. "In the last 6 months, how often did your child's doctors or health providers listen carefully to you?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

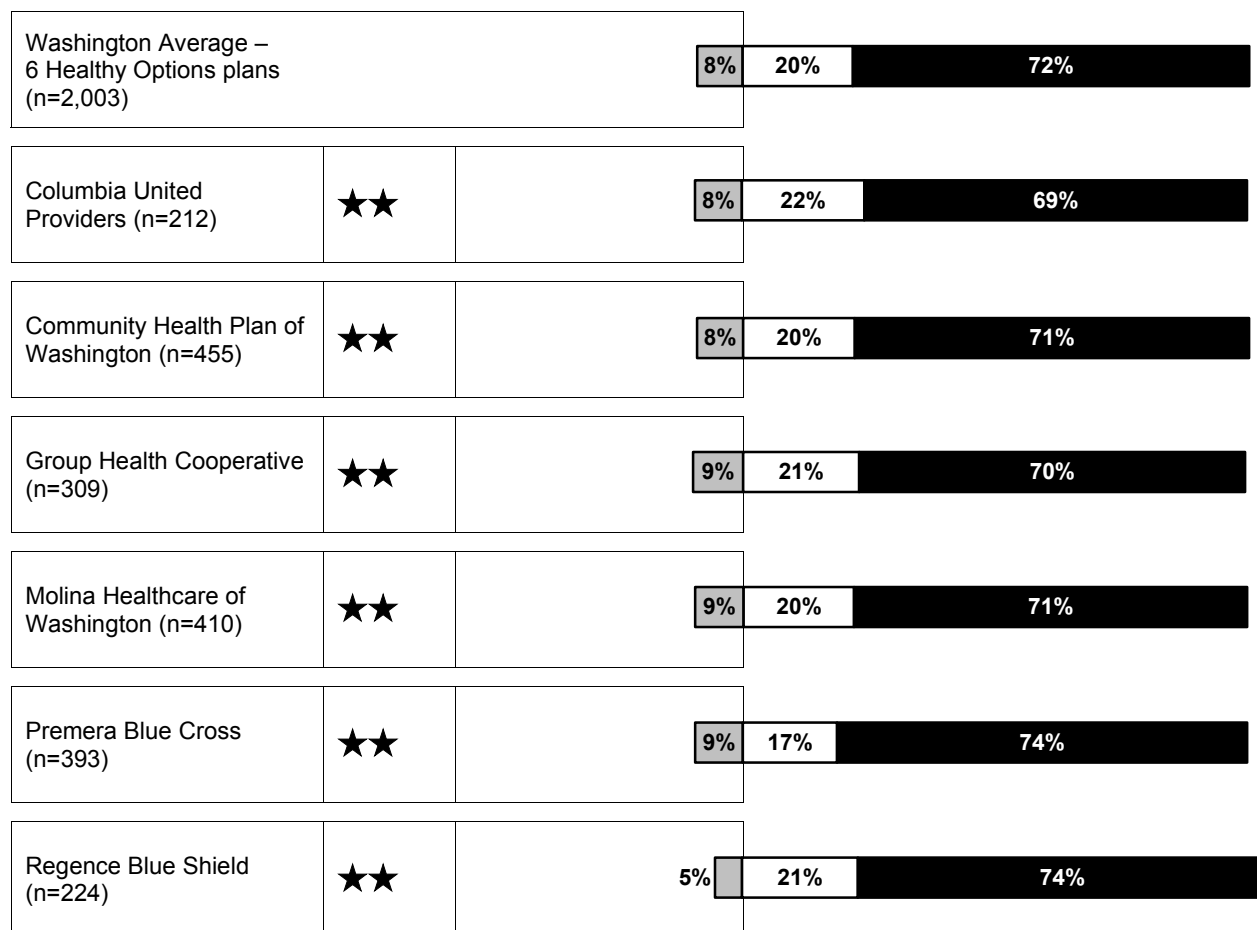
Healthy Options Children with Chronic Conditions

CAHPS Questions

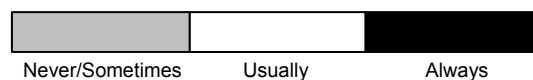
Question 37

How Well Doctors Communicate

Q37. "In the last 6 months, how often did your child's doctors or other providers explain things in a way you could understand?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

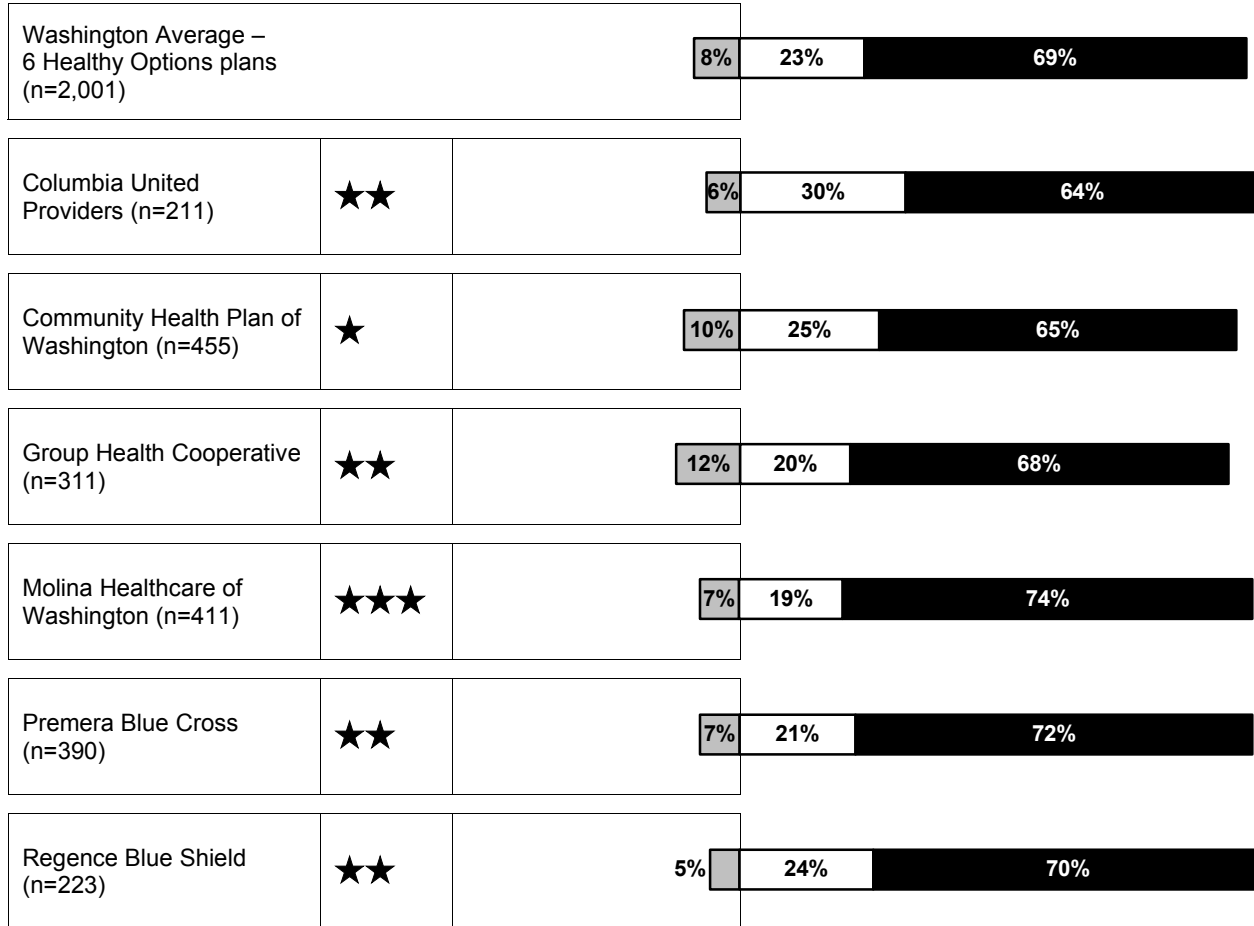
Healthy Options Children with Chronic Conditions

CAHPS Questions

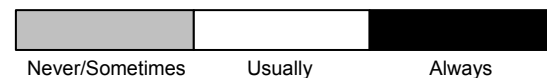
Question 38

How Well Doctors Communicate

Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

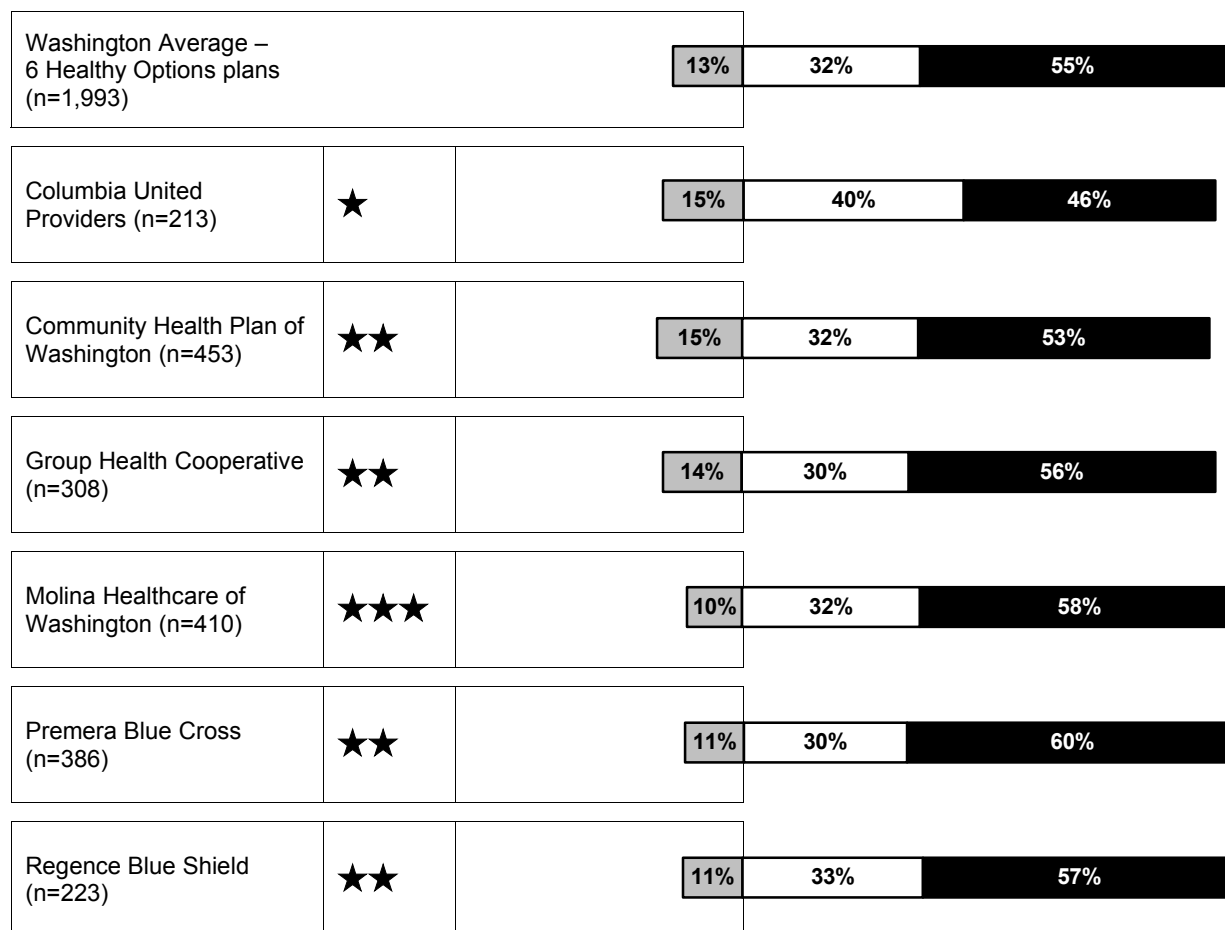
Healthy Options Children with Chronic Conditions

CAHPS Questions

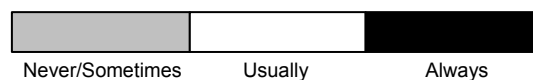
Question 41

How Well Doctors Communicate

Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

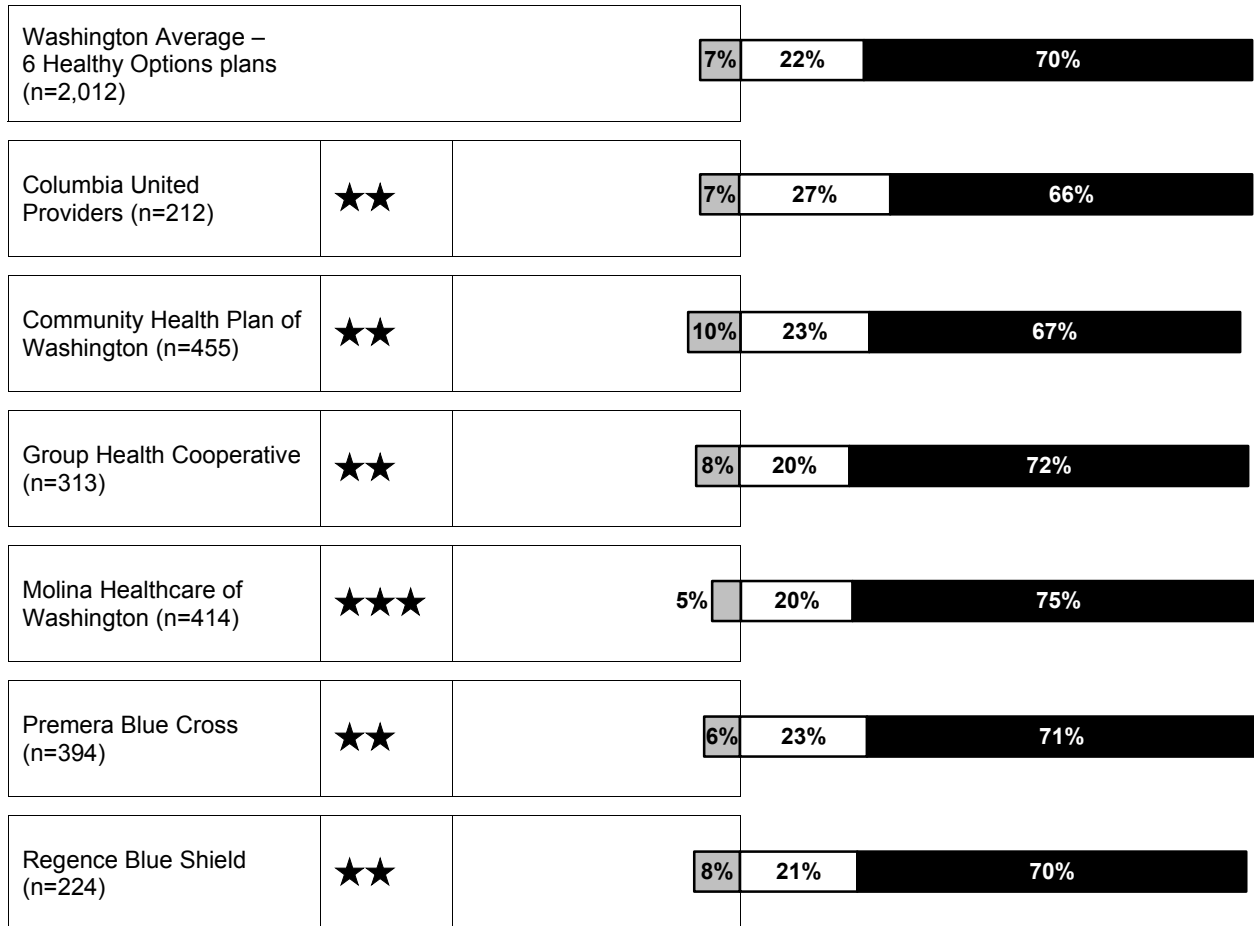
Healthy Options Children with Chronic Conditions

CAHPS Questions

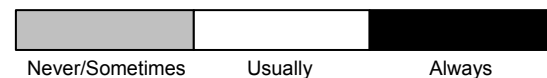
Composite

Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 33 and 34 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

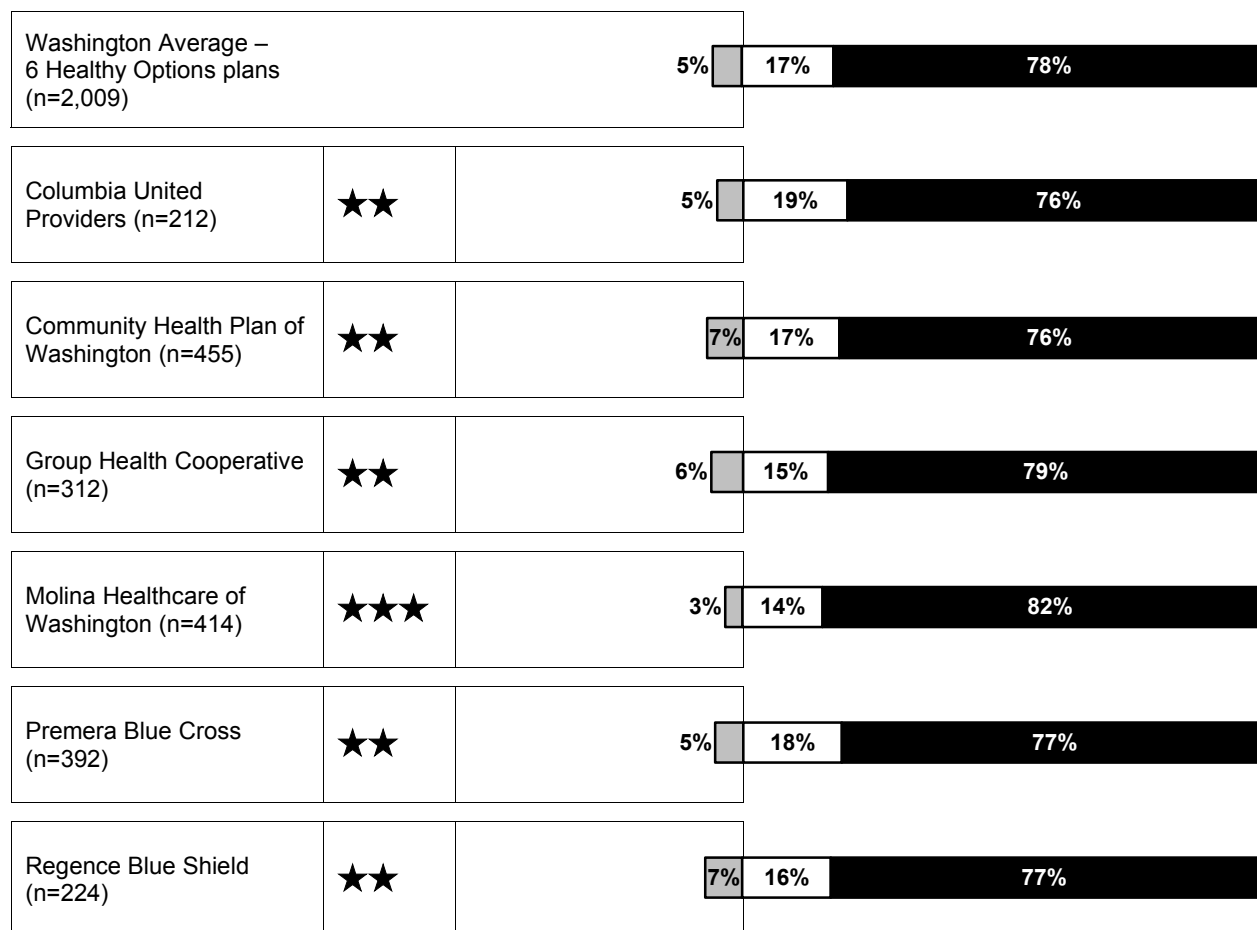
Healthy Options Children with Chronic Conditions

CAHPS Questions

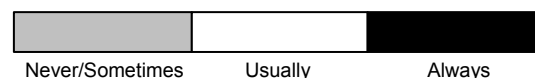
Question 33

Courteous and Helpful Office Staff

Q33. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

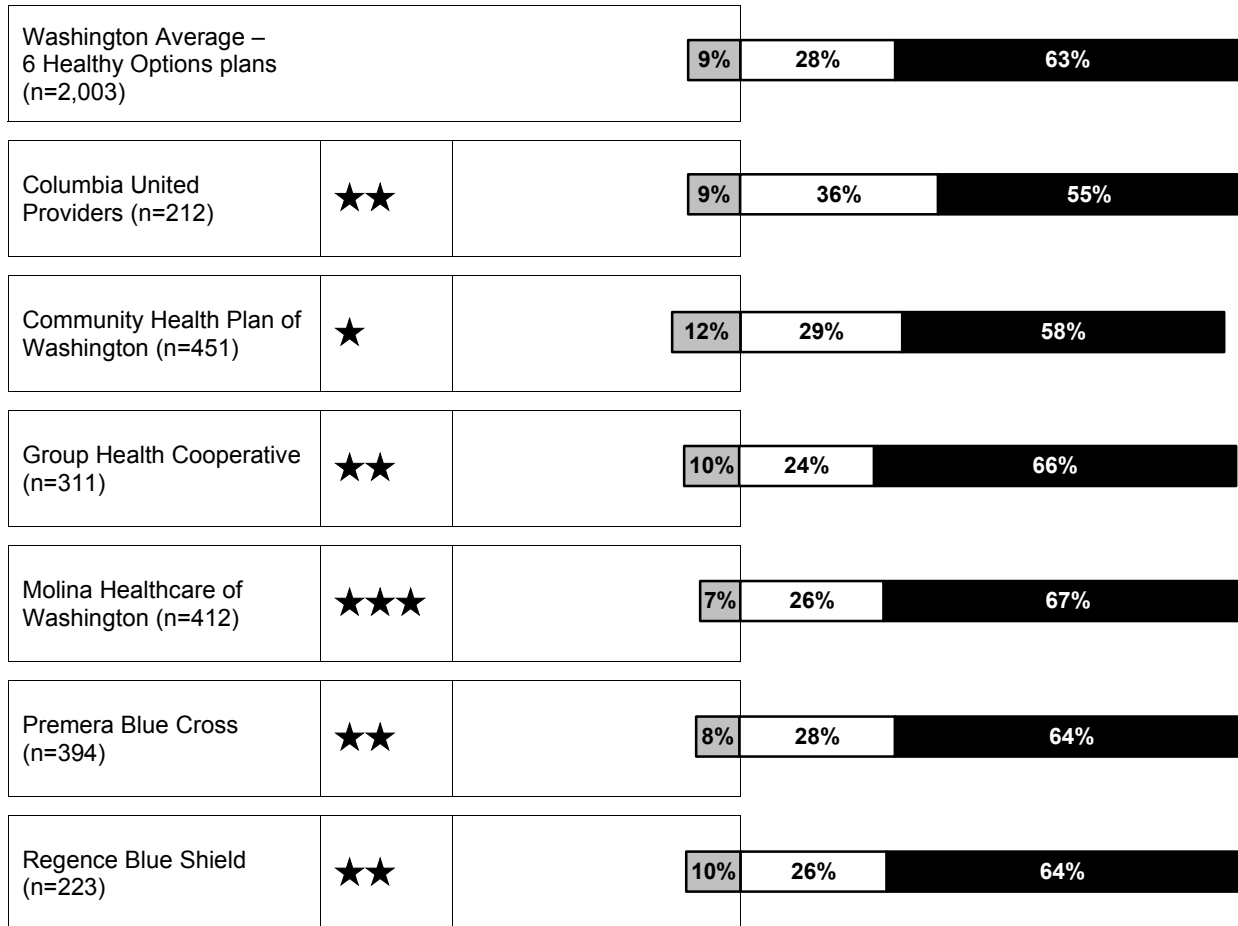
Healthy Options Children with Chronic Conditions

CAHPS Questions

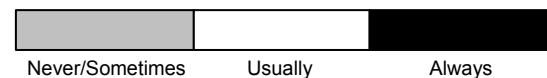
Question 34

Courteous and Helpful Office Staff

Q34. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

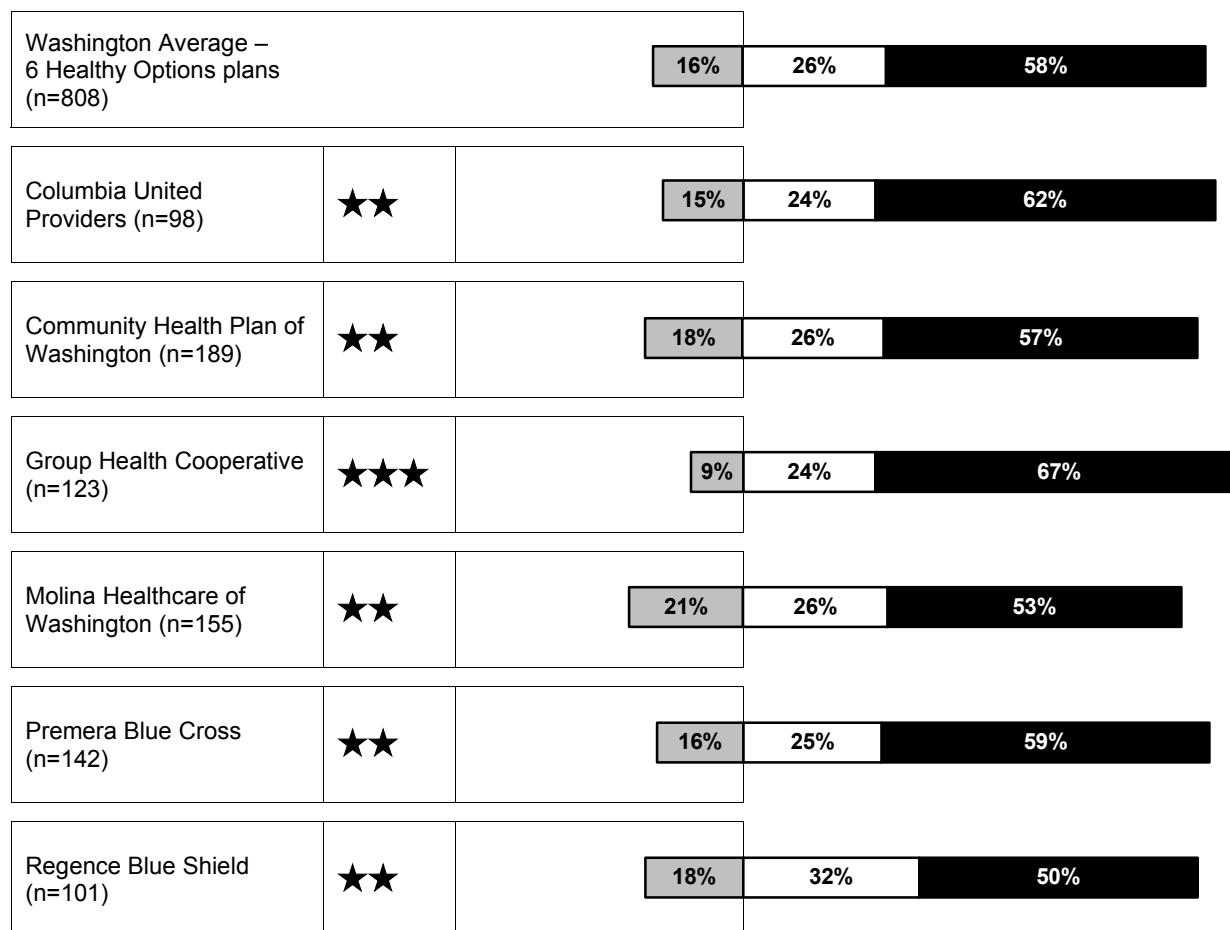
Healthy Options Children with Chronic Conditions

CAHPS Questions

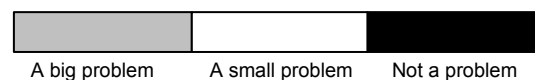
Composite

Customer Service

This chart summarizes the responses to survey questions 73 and 75 contained in the composite, "Customer Service." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

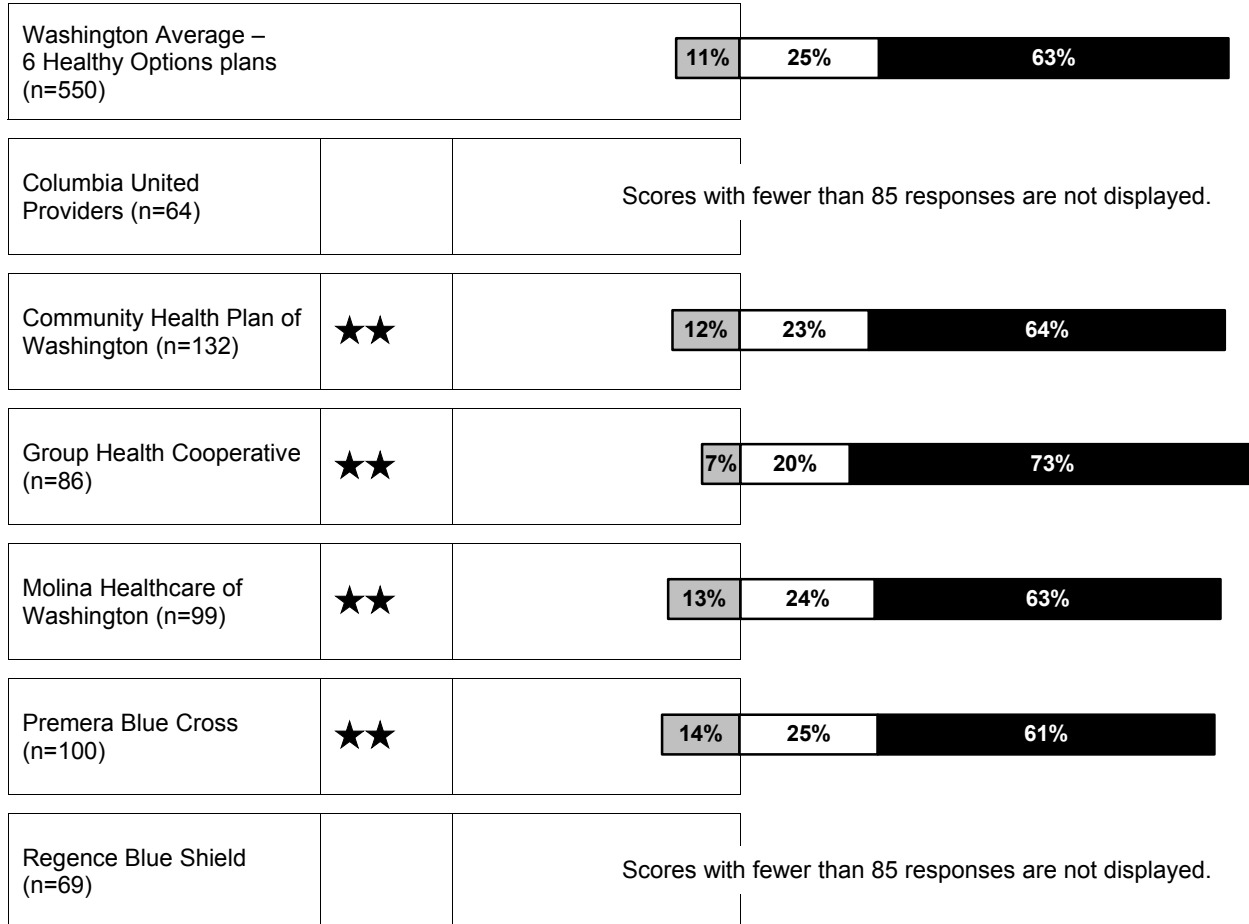
Healthy Options Children with Chronic Conditions

CAHPS Questions

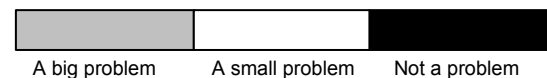
Question 73

Customer Service

Q73. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS Questions

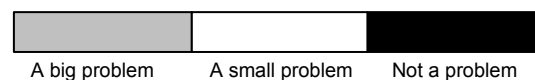
Question 75

Customer Service

Q75. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"

Washington Average – 6 Healthy Options plans (n=494)			21%	27%	52%
Columbia United Providers (n=61)			Scores with fewer than 85 responses are not displayed.		
Community Health Plan of Washington (n=108)	★★		23%	28%	49%
Group Health Cooperative (n=75)			Scores with fewer than 85 responses are not displayed.		
Molina Healthcare of Washington (n=96)	★★		28%	28%	44%
Premiera Blue Cross (n=92)	★★		17%	25%	58%
Regence Blue Shield (n=62)			Scores with fewer than 85 responses are not displayed.		

★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

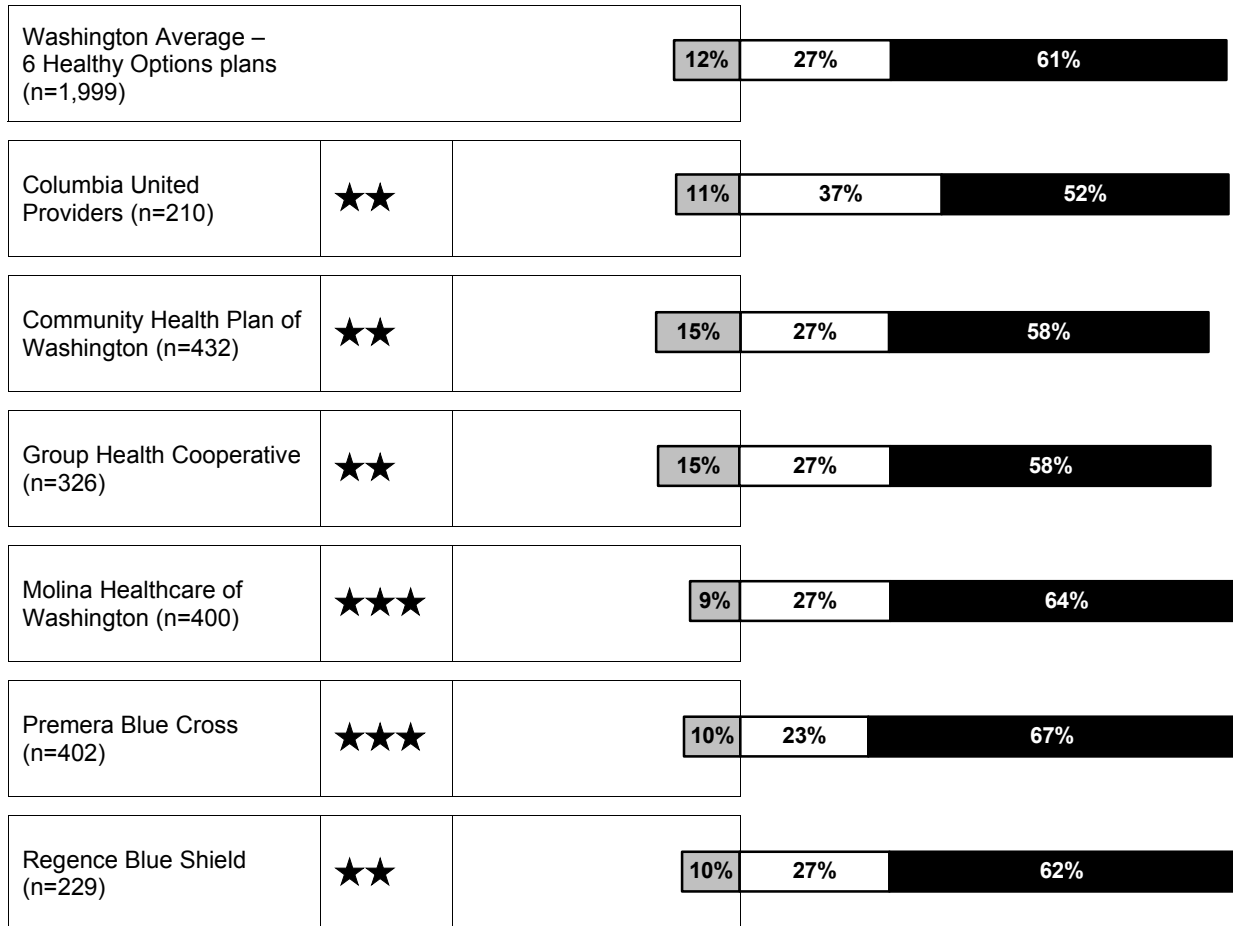
Healthy Options Children with Chronic Conditions

CAHPS Questions

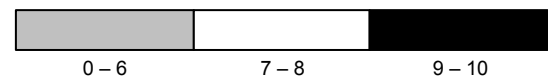
Question 14

Rating of Personal Doctor or Nurse

Q14. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

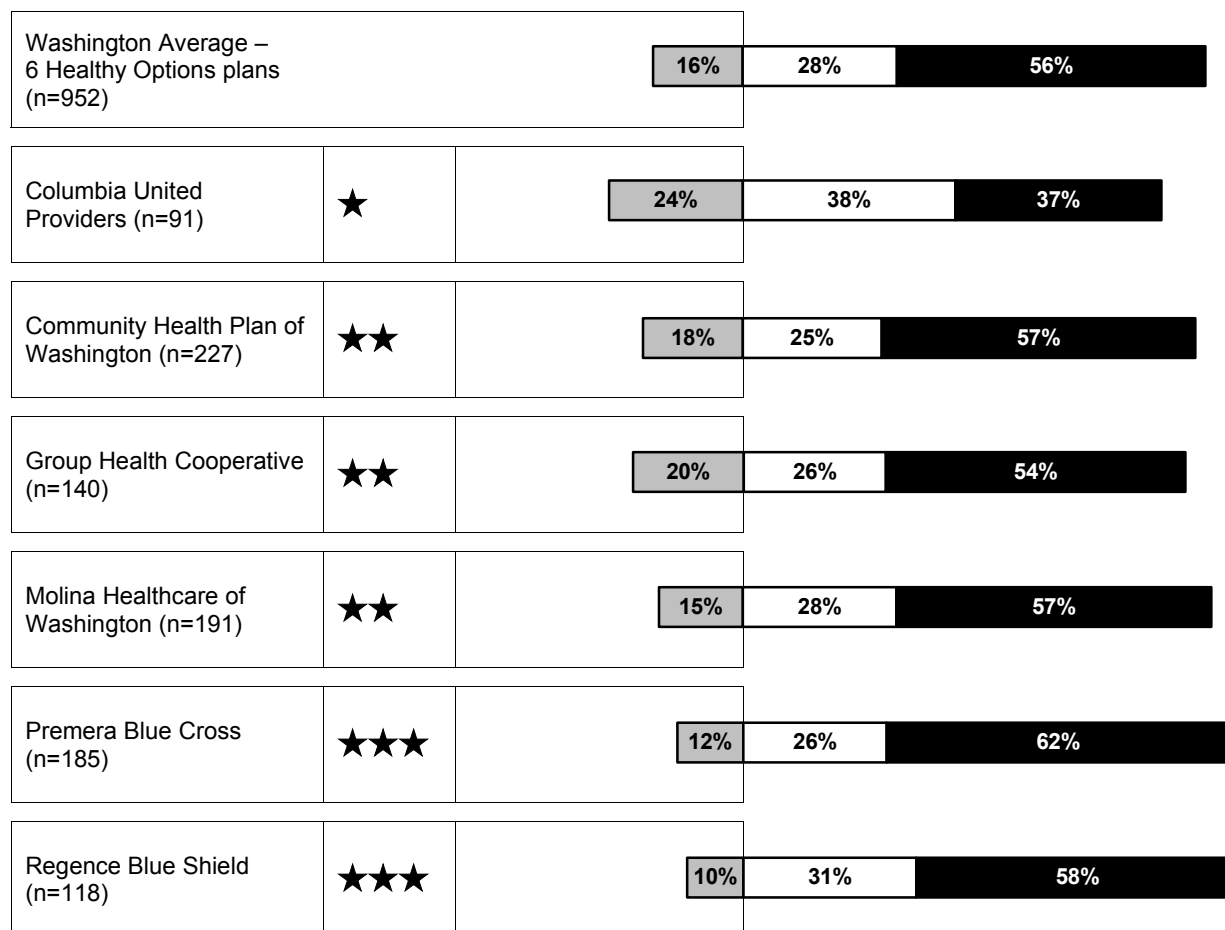
Healthy Options Children with Chronic Conditions

CAHPS Questions

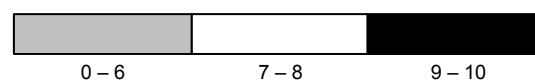
Question 18

Rating of Specialist

Q18. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

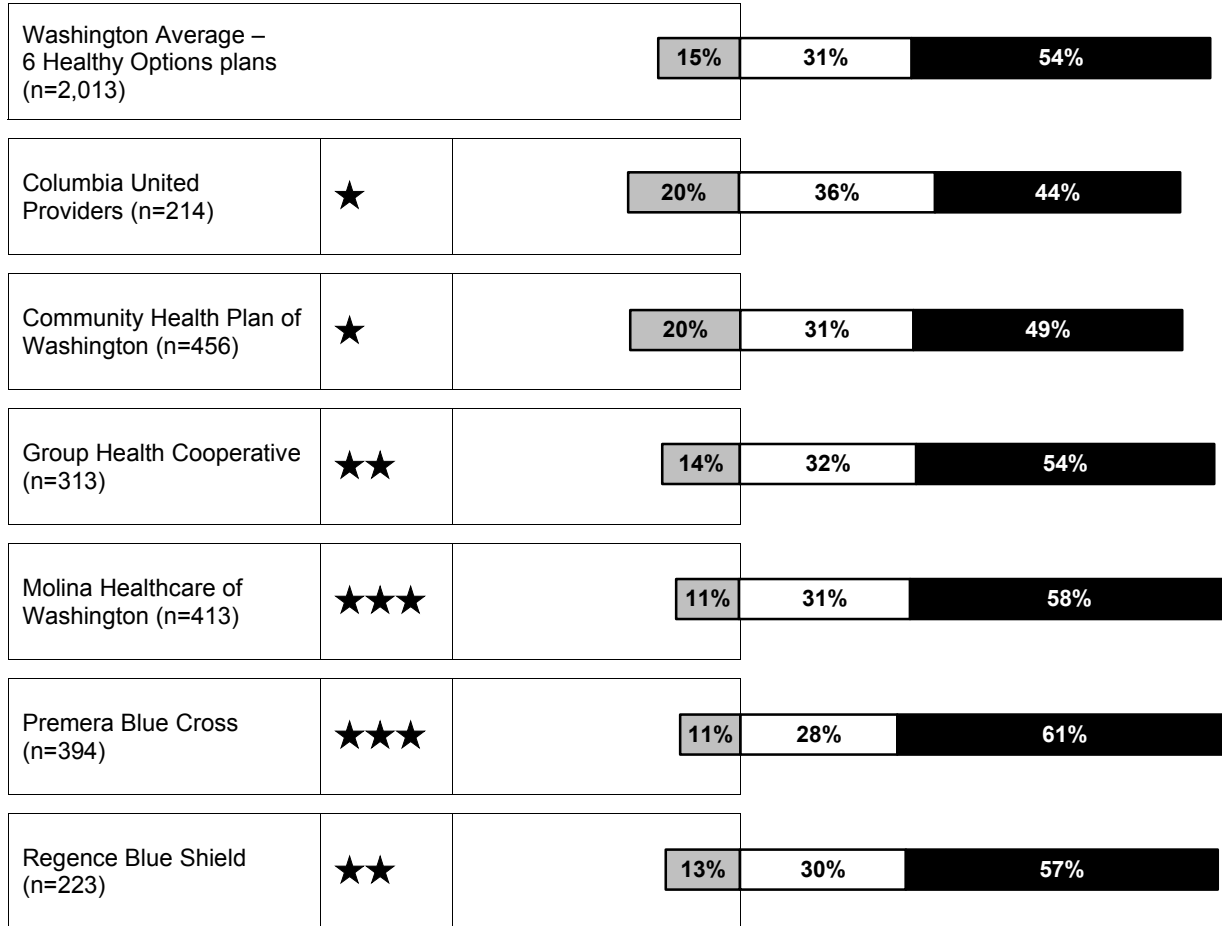
Healthy Options Children with Chronic Conditions

CAHPS Questions

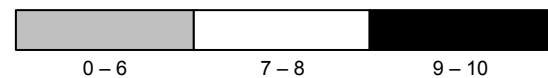
Question 51

Rating of Health Care Received

Q51. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

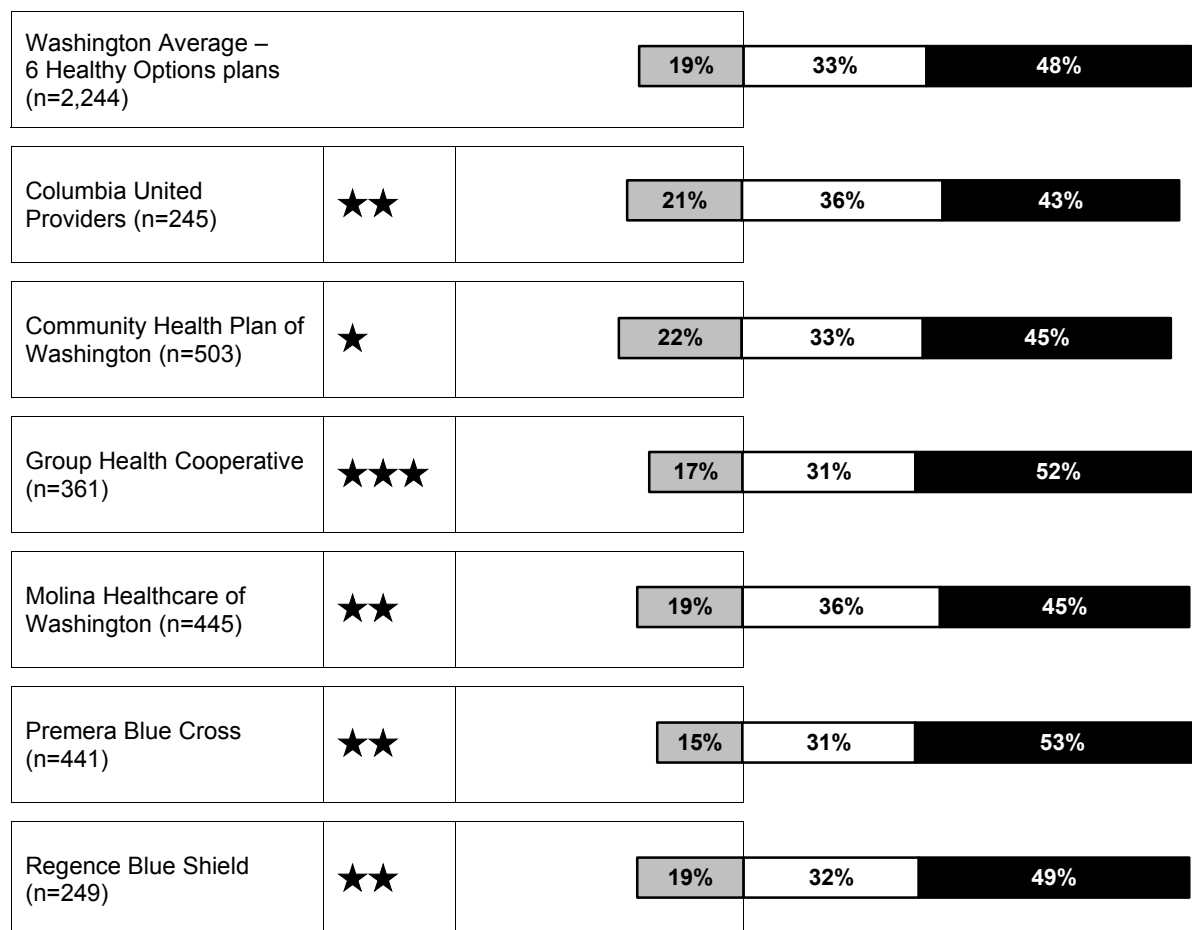
Healthy Options Children with Chronic Conditions

CAHPS Questions

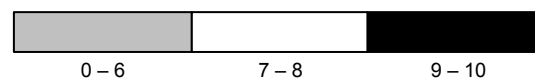
Question 81

Rating of Health Plan

Q81. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

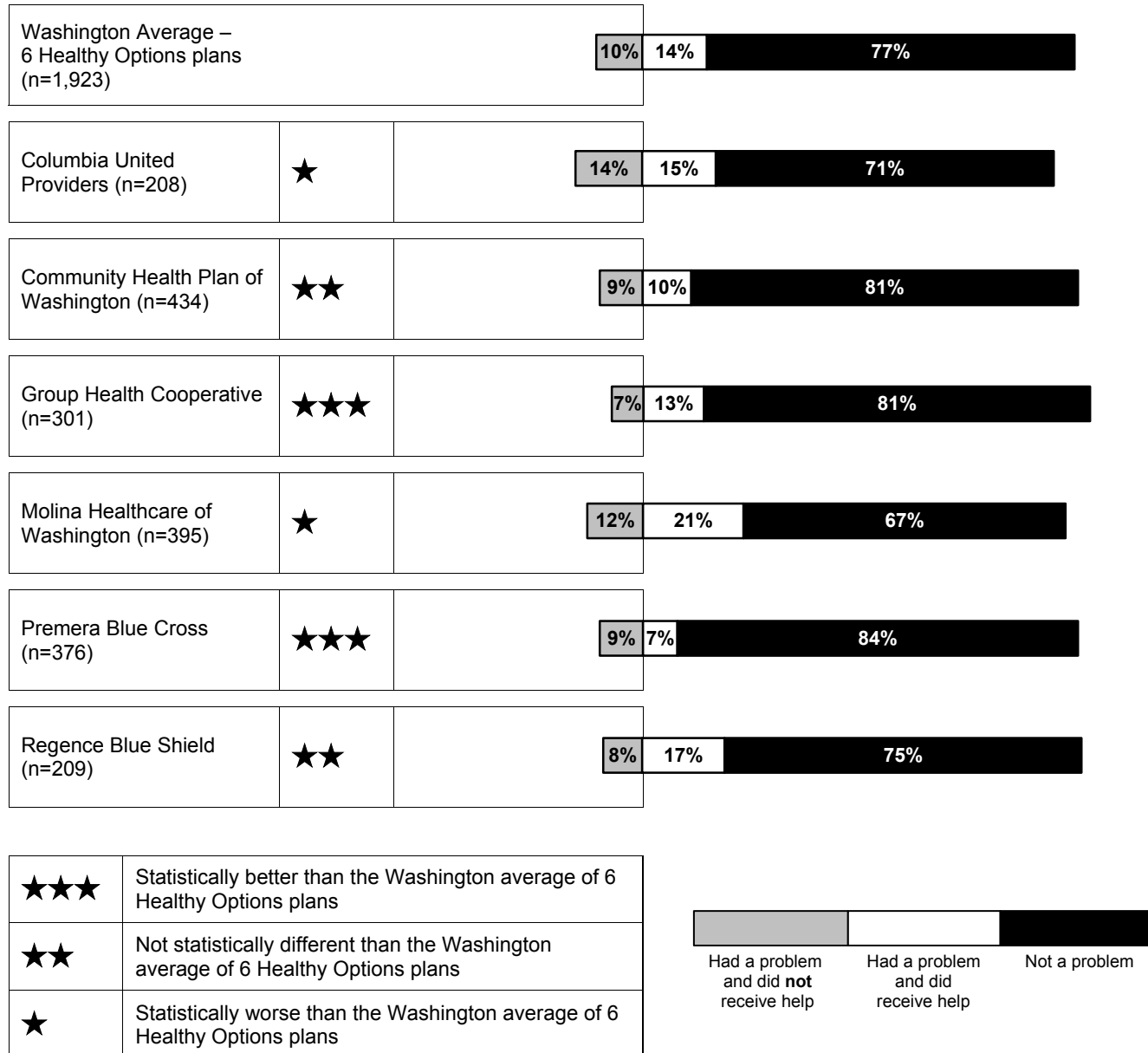
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Composite

Access to Prescription Medicines

This chart summarizes the responses to survey questions 83 and 84 contained in the children with chronic conditions composite, "Access to Prescription Medicines." *



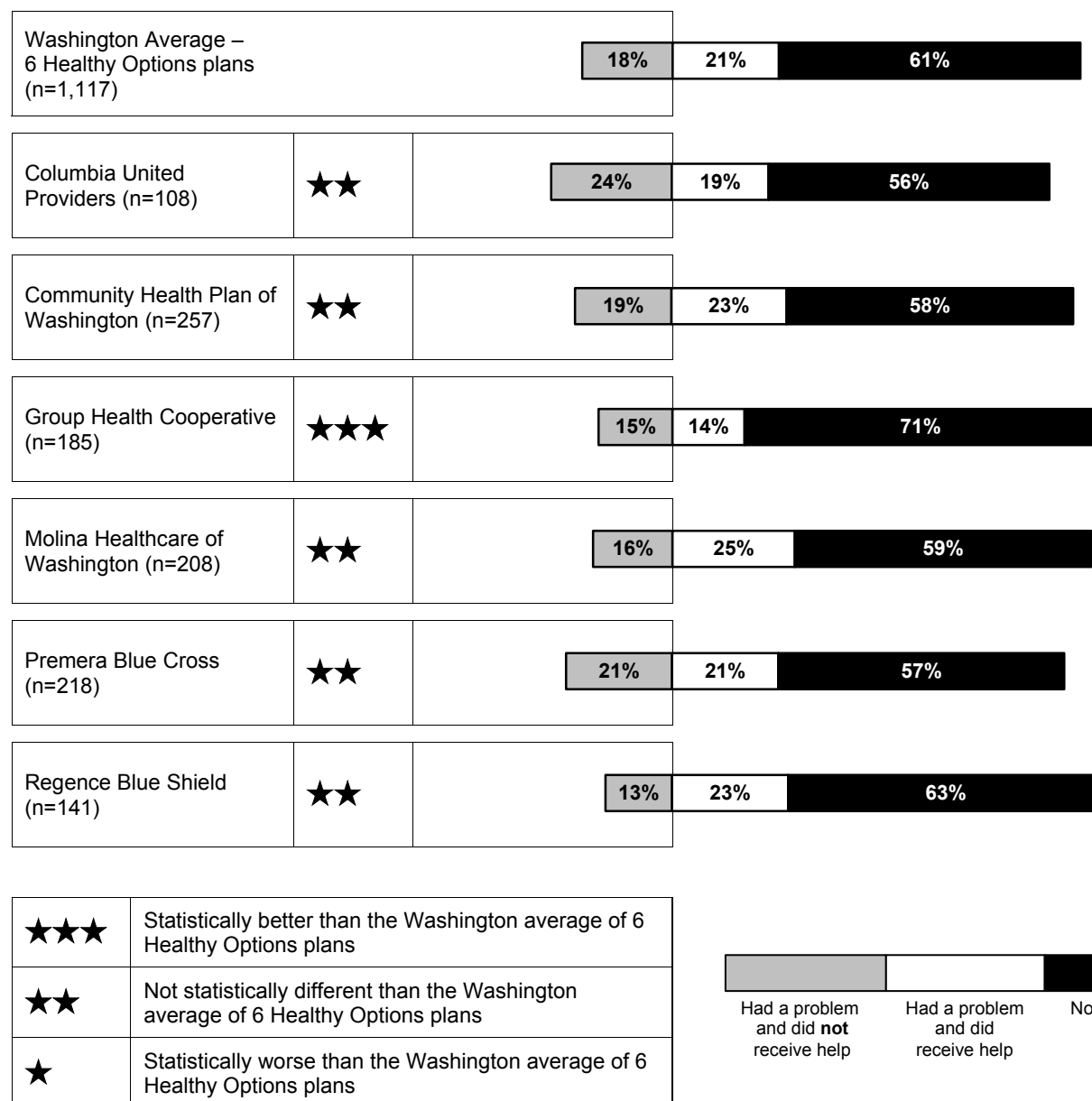
* In accordance with NCQA protocol, questions 83 and 84 are combined to generate a single item with the three response values described above.
 Q83. "In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?"
 Q84. "Did anyone in your child's health plan, doctor's office or clinic help you with this problem?"

NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions CAHPS CCC Measurement Set Composite

Access to Specialized Services

This chart summarizes the responses to survey questions 62, 63, 65, 66, 68 and 69 contained in the children with chronic conditions composite, "Access to Specialized Services." Individual specialized service-level responses immediately follow.



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Questions 62 and 63

Access to Specialized Services

This chart summarizes the responses to survey questions 62 and 63.

Q62. "In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child?" *If there was a problem, the respondent is directed to go to question 63.*

Q63. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



Columbia United Providers (n=28)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=70)		Scores with fewer than 85 responses are not displayed.
--	--	--

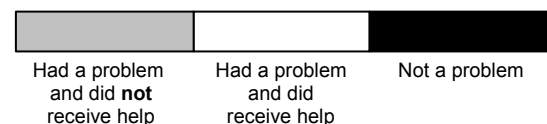
Group Health Cooperative (n=53)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=62)		Scores with fewer than 85 responses are not displayed.
--	--	--

Premiera Blue Cross (n=58)		Scores with fewer than 85 responses are not displayed.
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Regence Blue Shield (n=28)		Scores with fewer than 85 responses are not displayed.
----------------------------	--	--

★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Questions 65 and 66

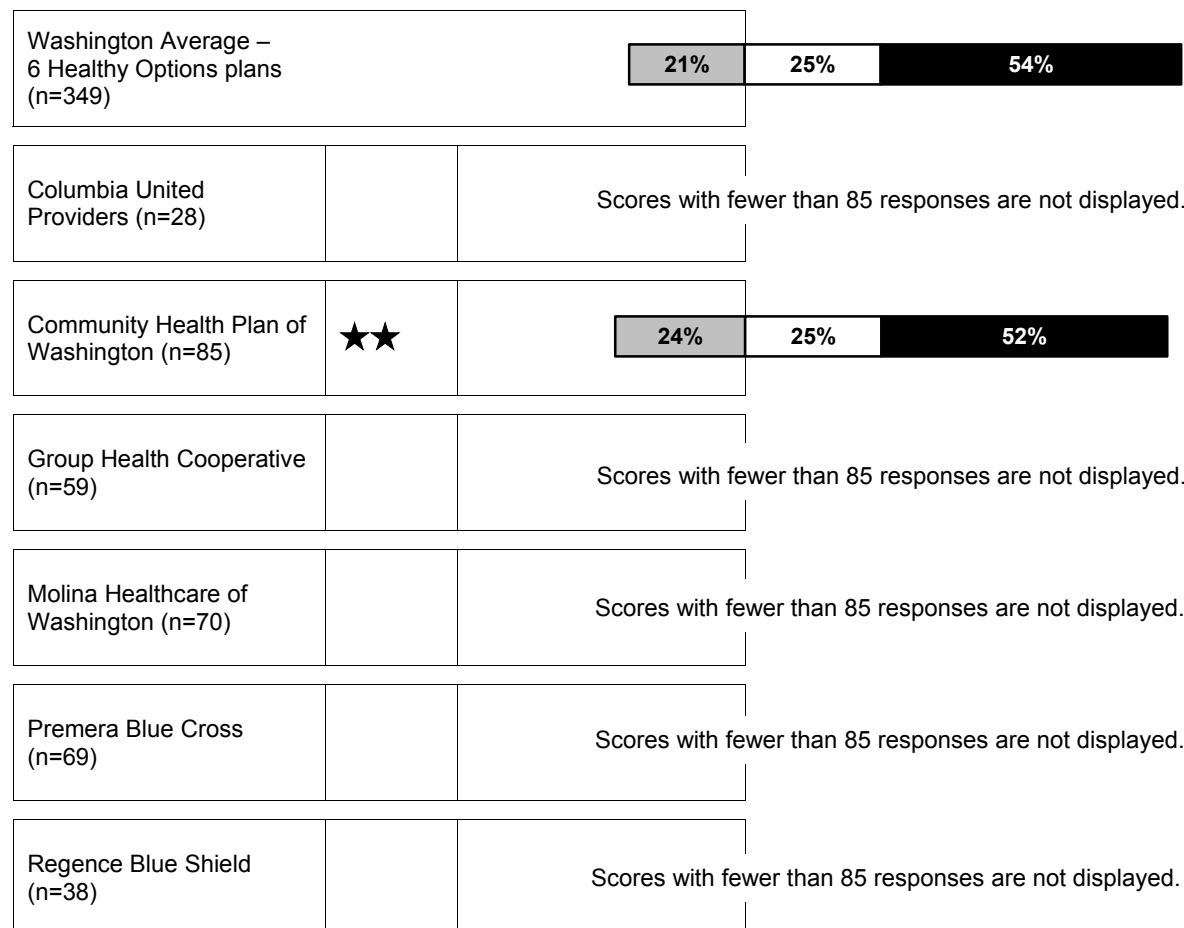
Access to Specialized Services

This chart summarizes the responses to survey questions 65 and 66.

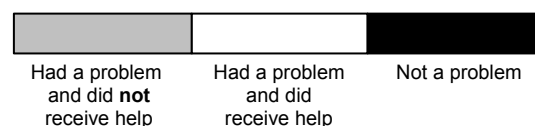
Q65. "In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?"

If there was a problem, the respondent is directed to go to question 66.

Q66. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Questions 68 and 69

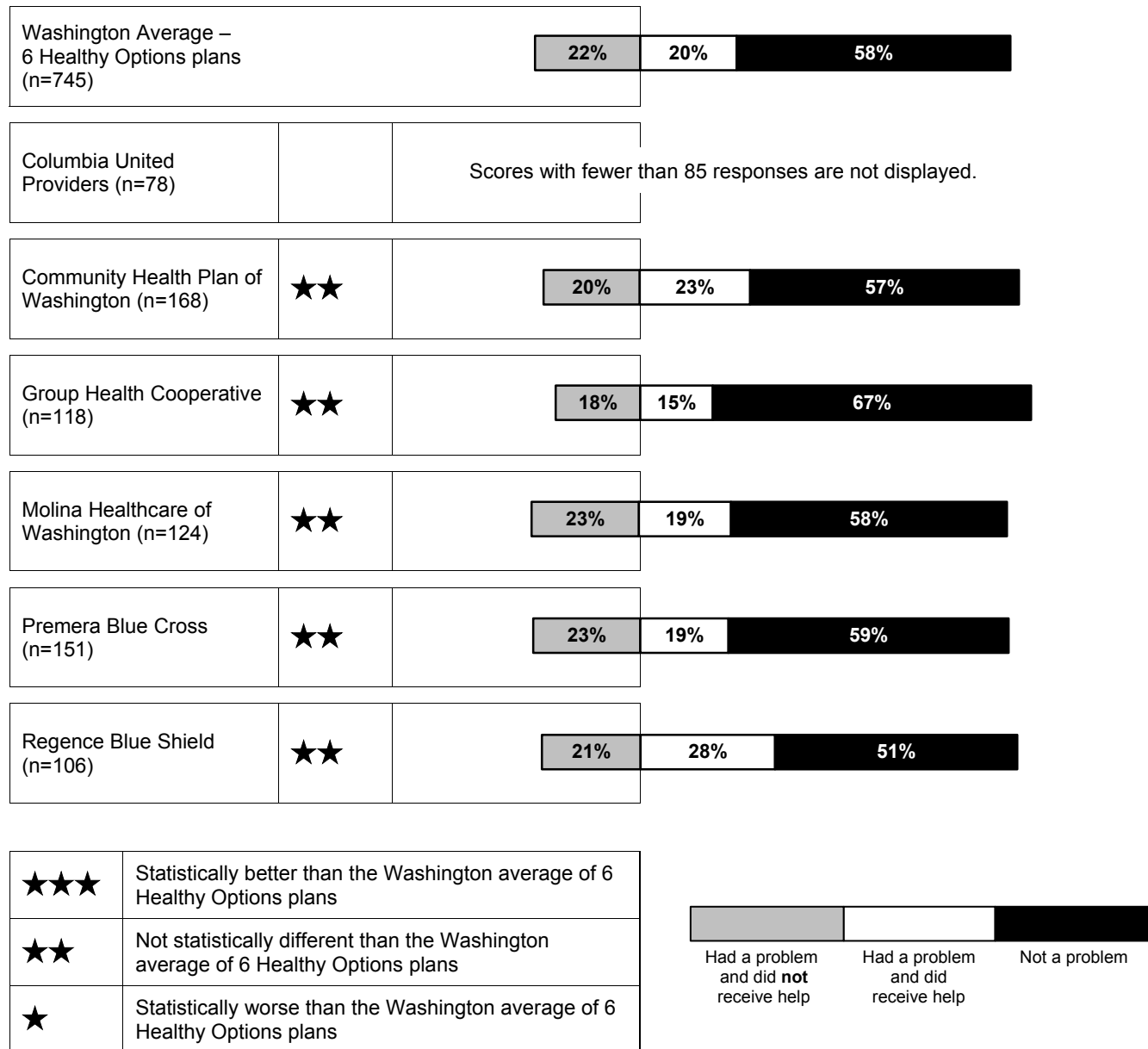
Access to Specialized Services

This chart summarizes the responses to survey questions 68 and 69.

Q68. "In the last 6 months, how much of a problem, if any, was it to get this treatment (for an emotional, developmental or behavioral problem) or counseling for your child?"

If there was a problem, the respondent is directed to go to question 69.

Q69. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

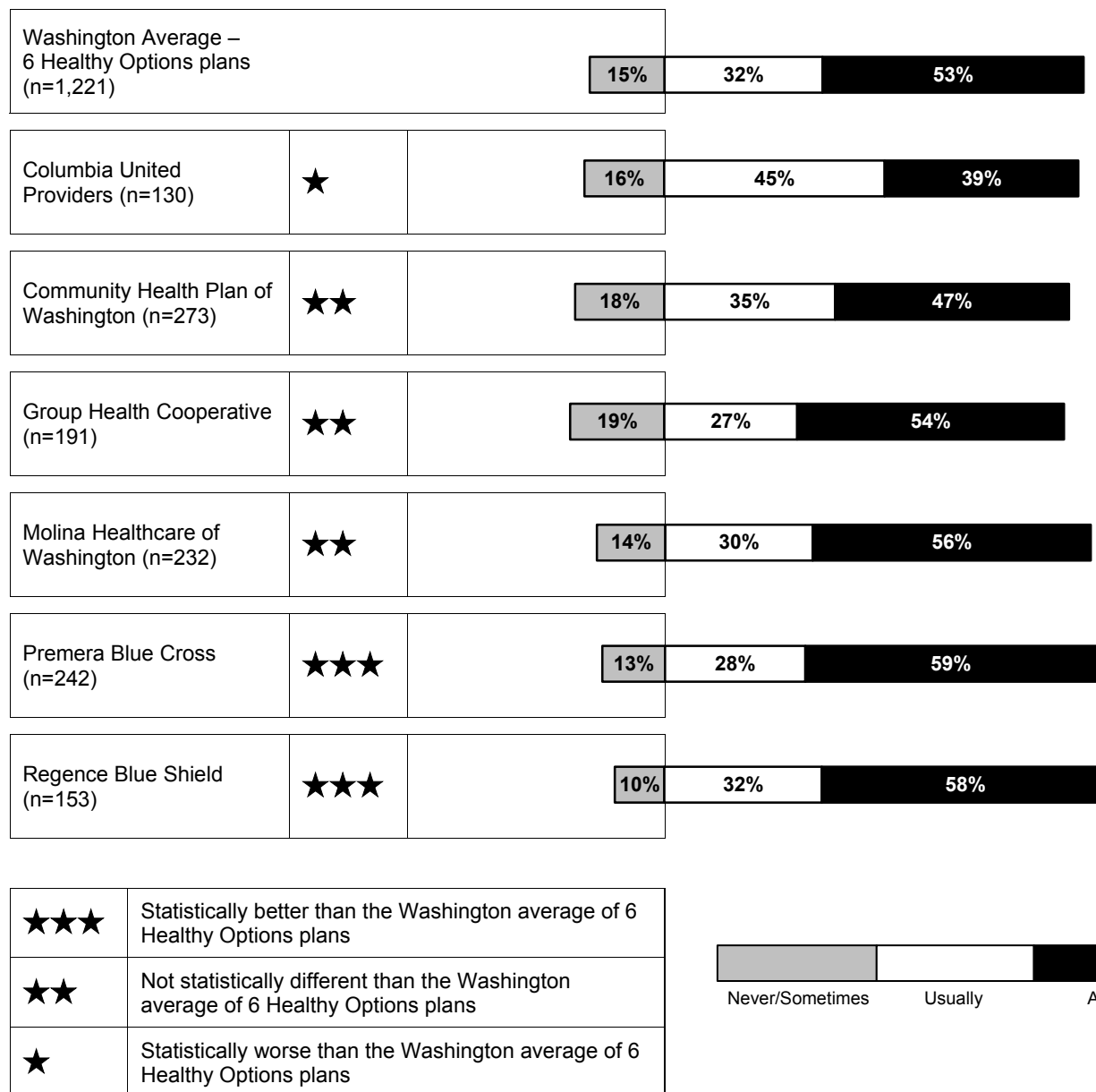
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Composite

Family Centered Care: Getting Needed Information

This chart summarizes the responses to survey questions 43, 44, and 45 contained in the children with chronic conditions composite, “Family Centered Care: Getting Needed Information.” Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

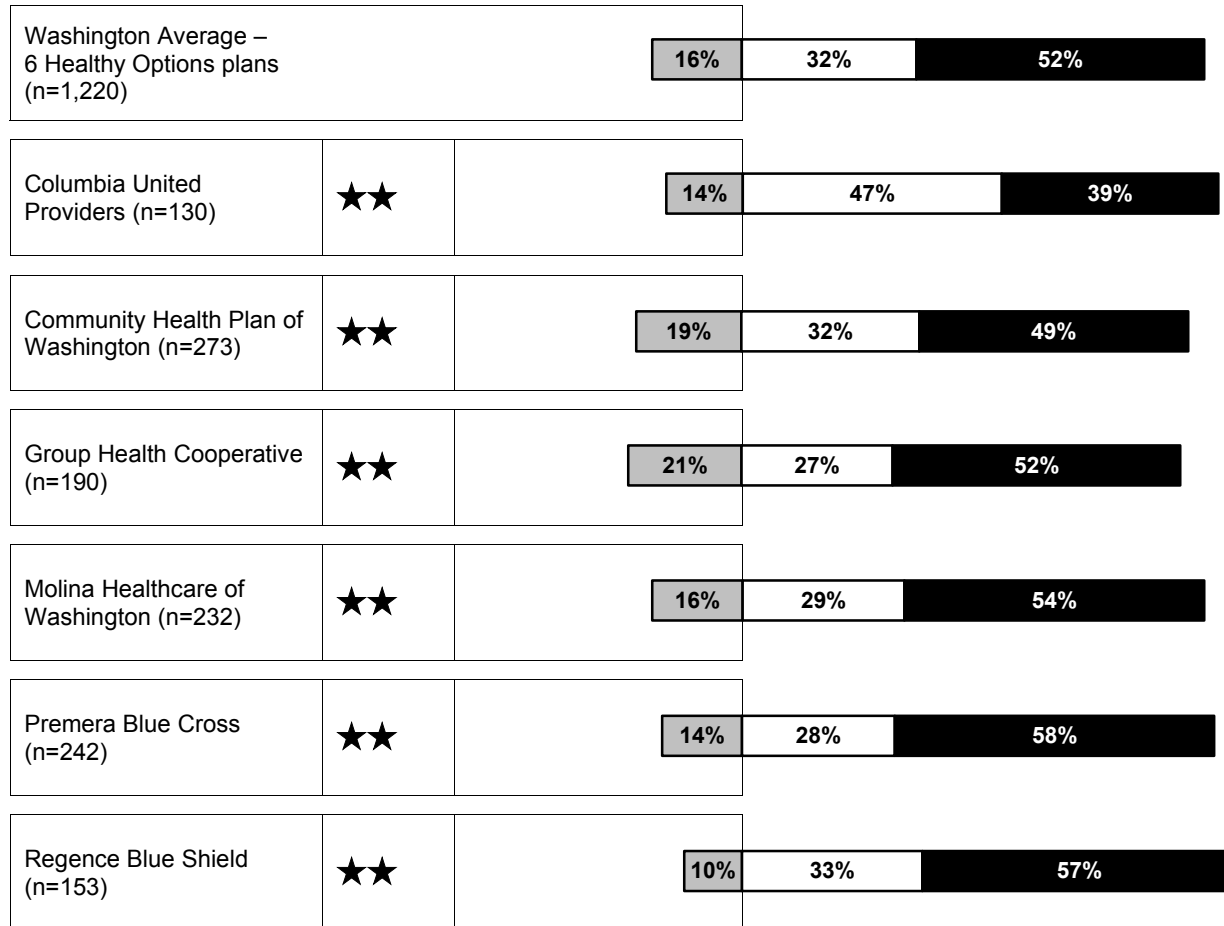
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

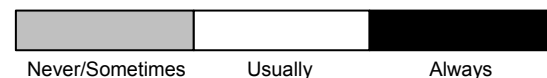
Question 43

Family Centered Care: Getting Needed Information

Q43. "In the last 6 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

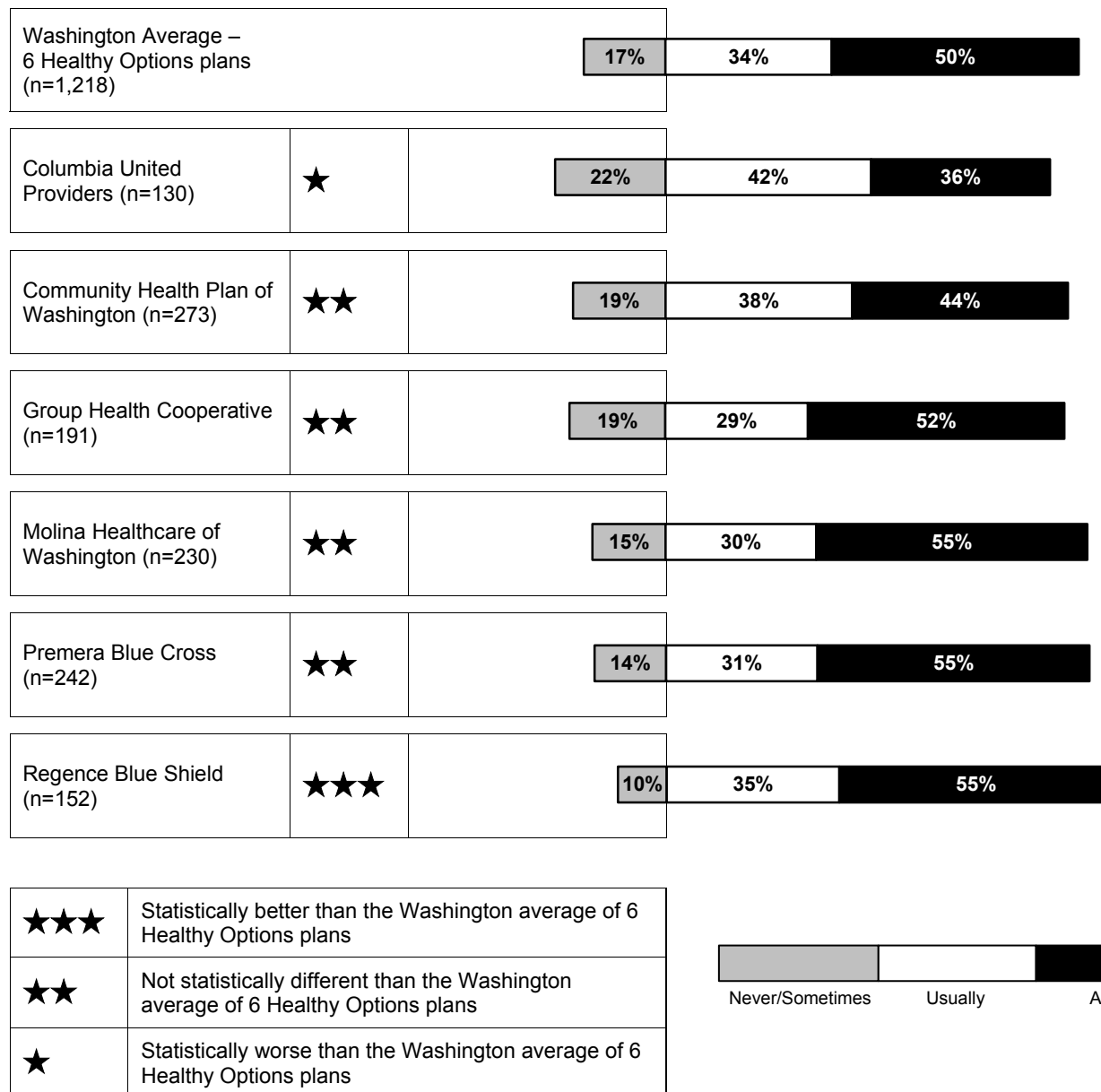
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 44

Family Centered Care: Getting Needed Information

Q44. "In the last 6 months, how often did you get the specific information you needed from your child's doctors and other health providers?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

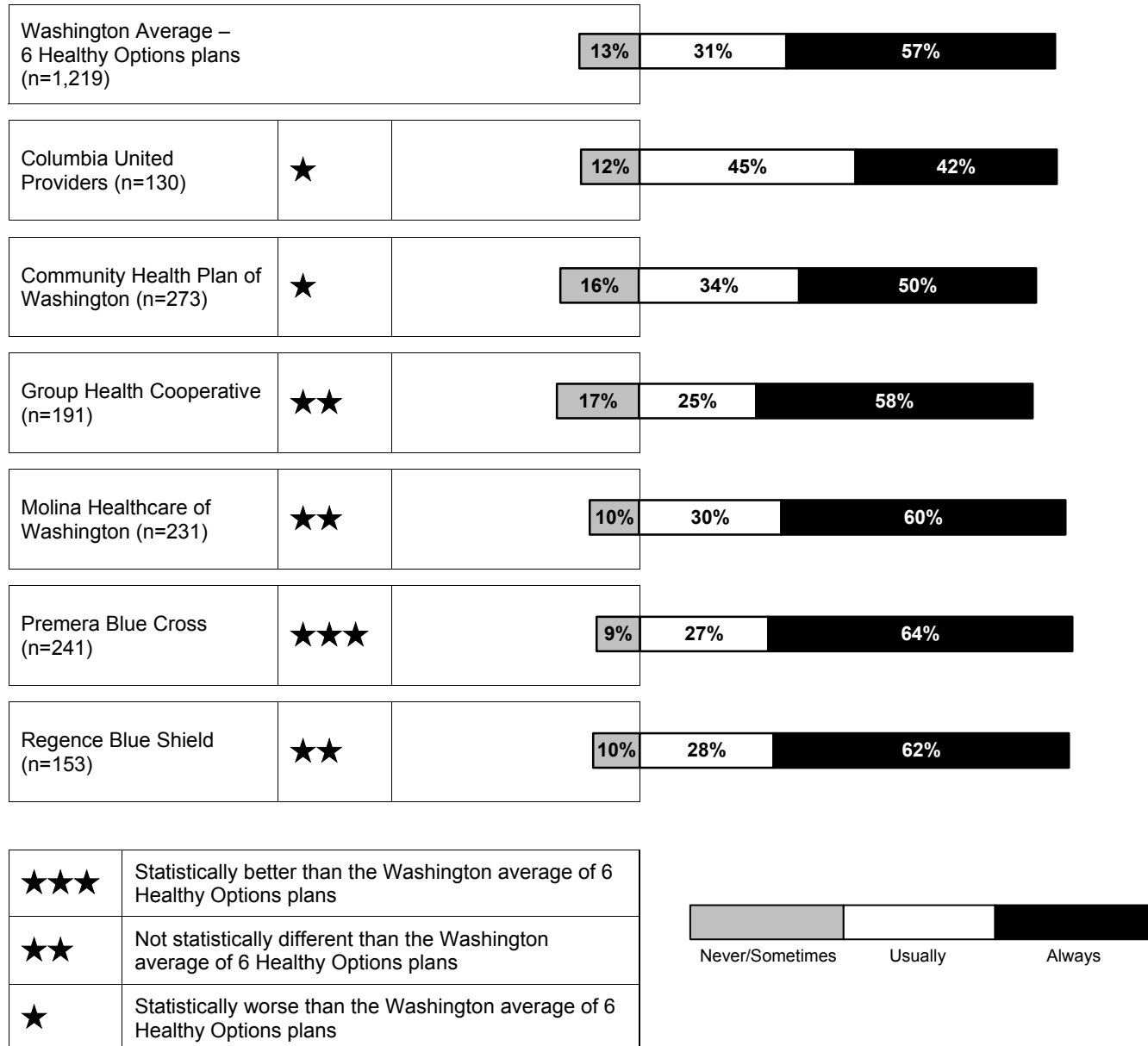
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 45

Family Centered Care: Getting Needed Information

Q45. "In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

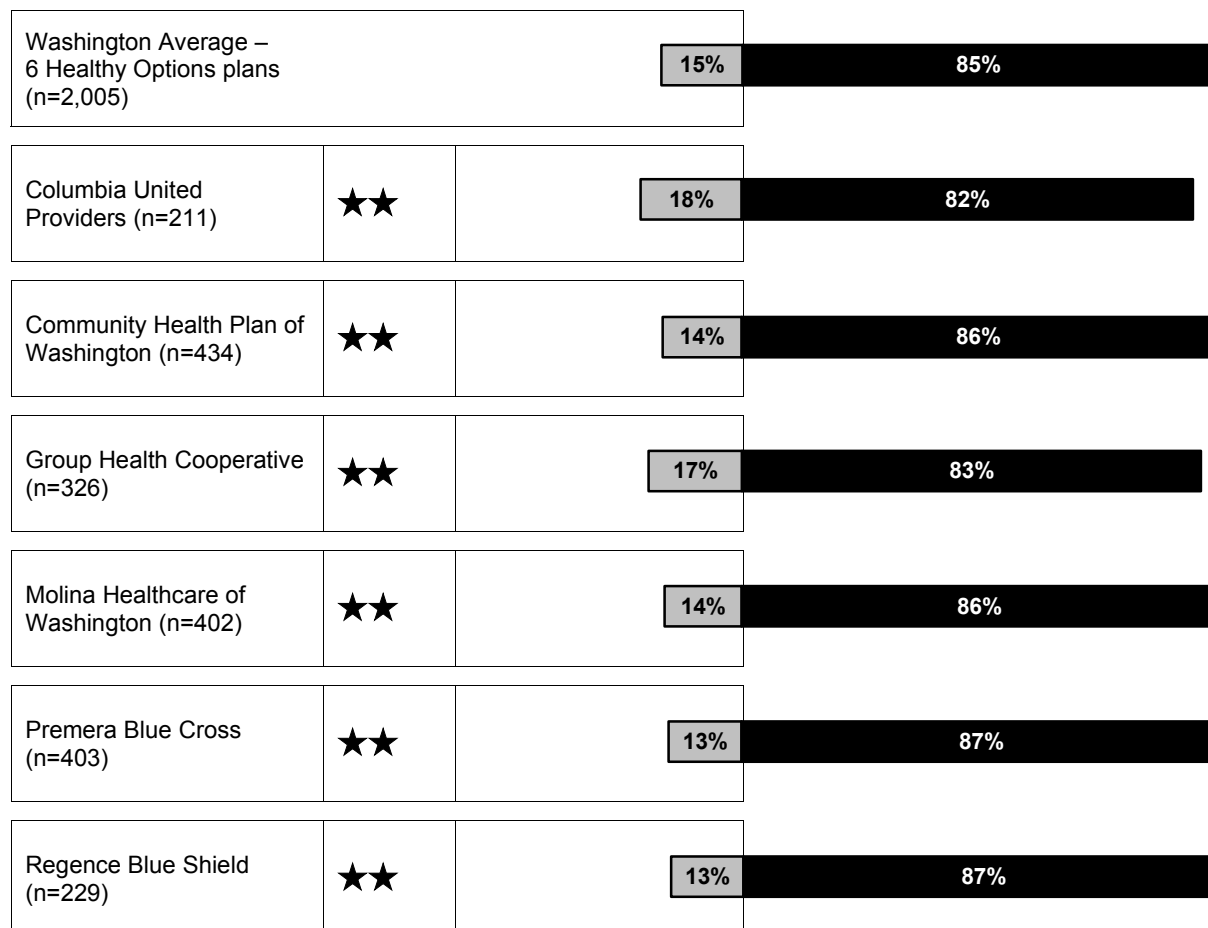
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Composite

Family Centered Care: Personal Doctor or Nurse Who Knows Child

This chart summarizes the responses to survey questions 10, 12, and 13 contained in the children with chronic conditions composite, “Family Centered Care: Personal Doctor or Nurse Who Knows Child.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

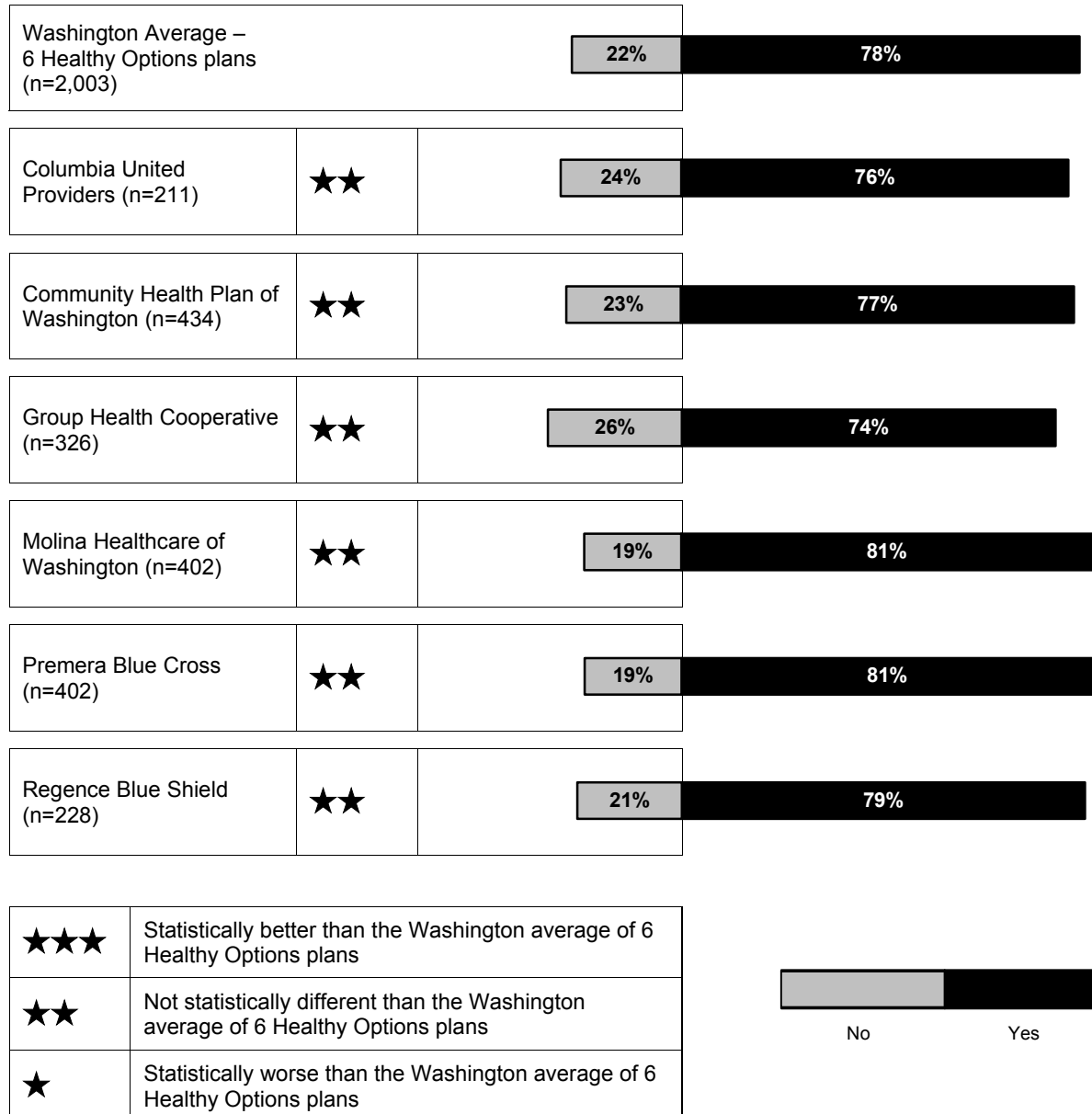
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 10

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q10. "In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

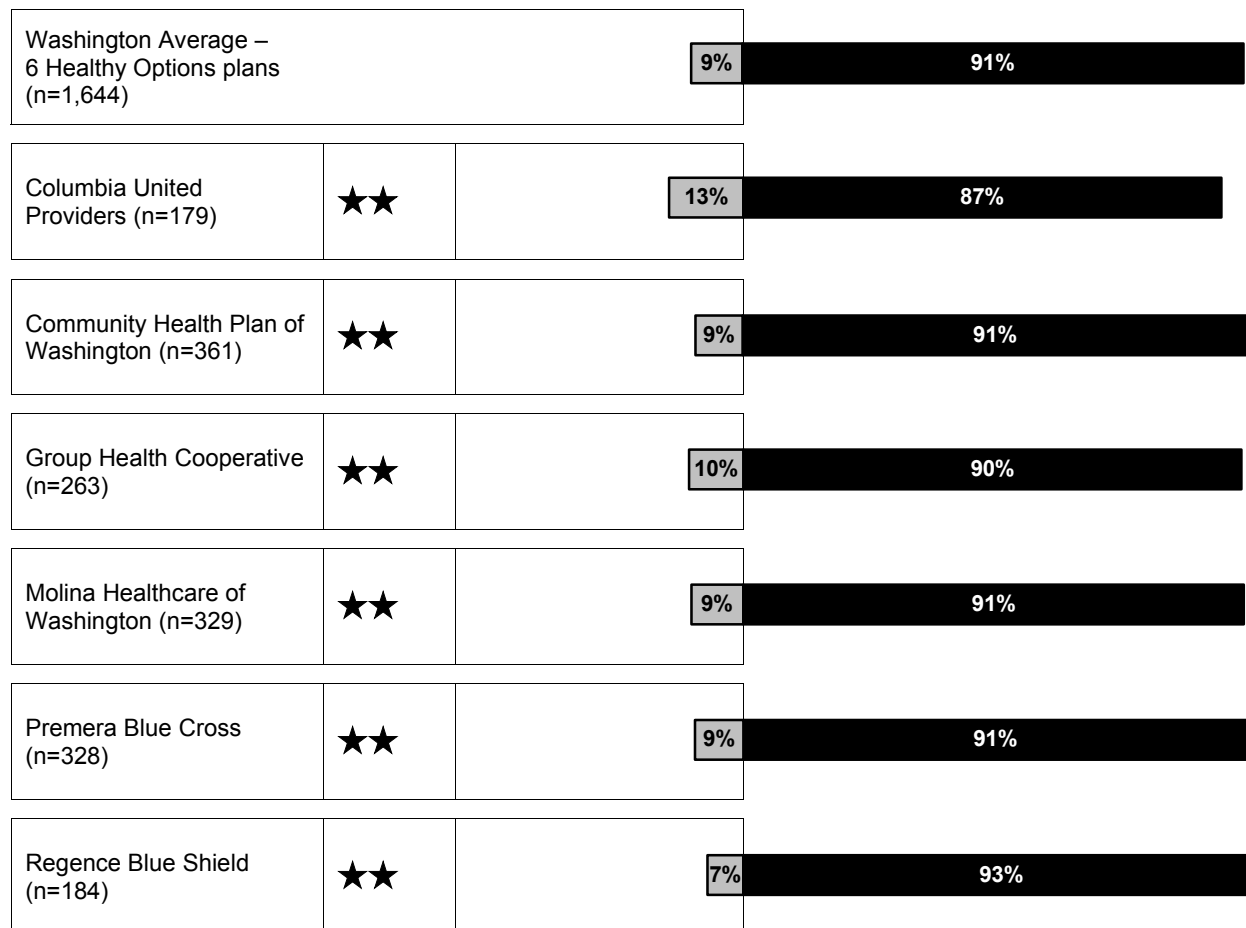
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 12

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q12. "Does your child's personal doctor or nurse understand how these medical, behavioral or other health conditions affect your child's day-to-day life?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

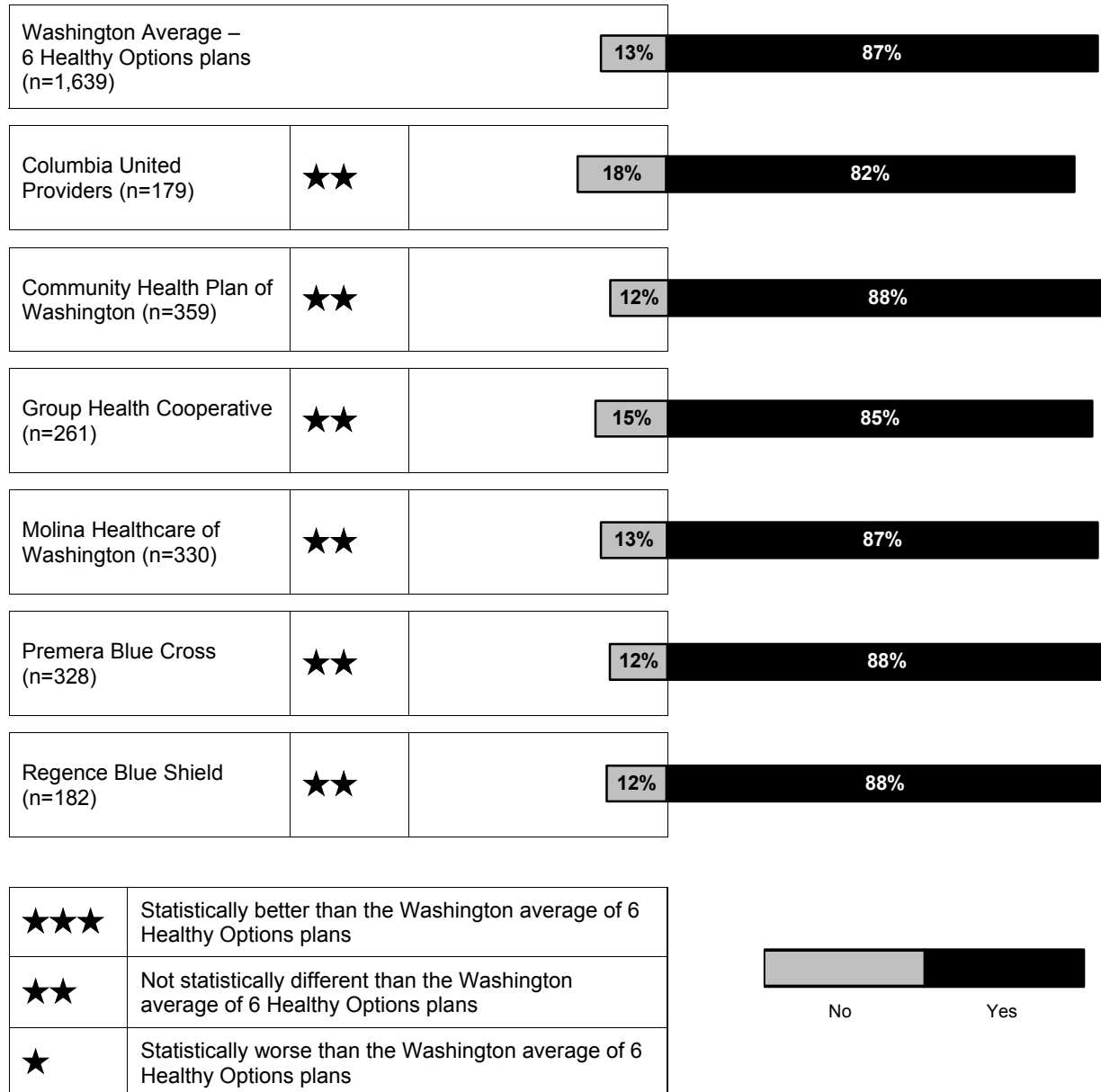
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 13

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q13. "Does your child's personal doctor or nurse understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?"



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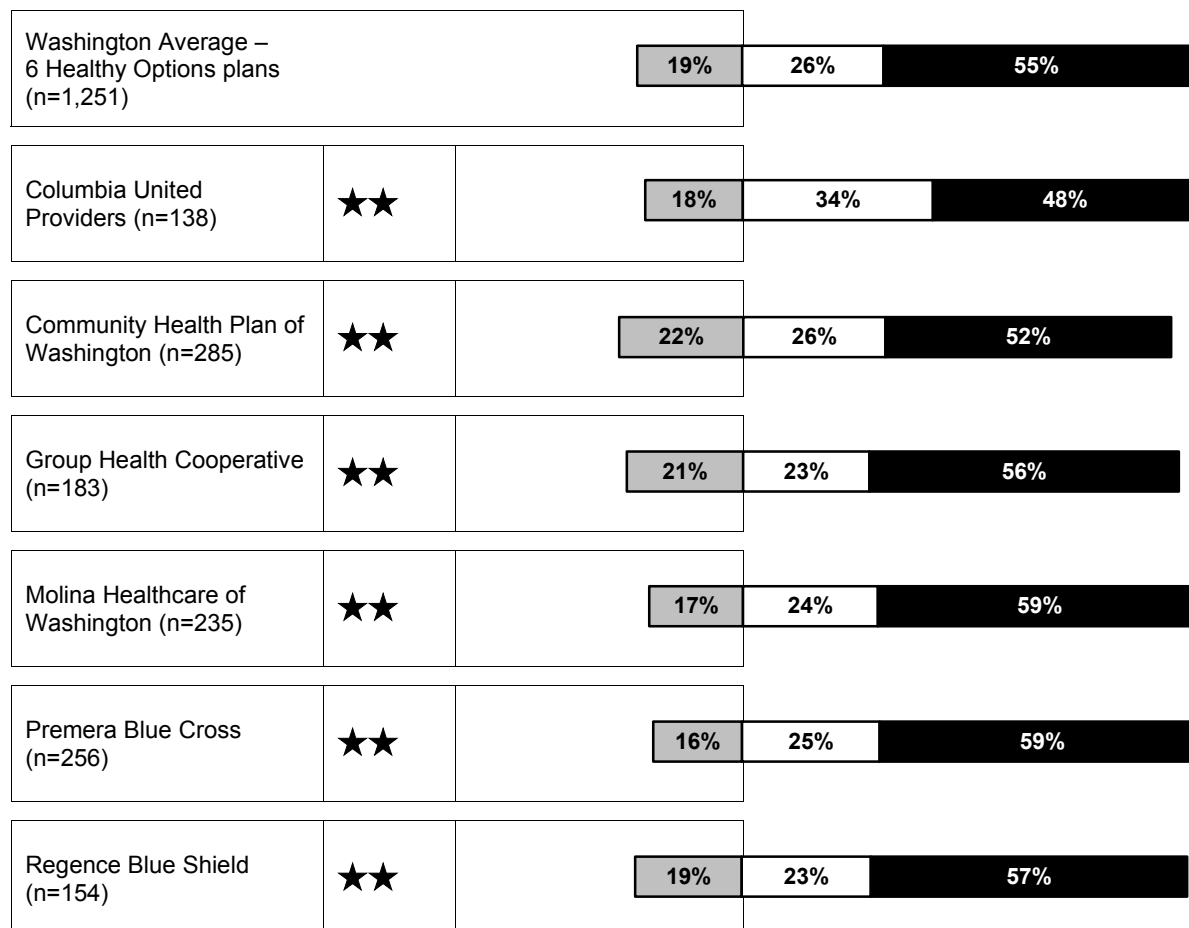
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

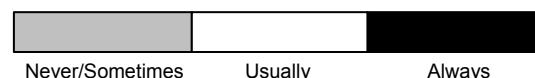
Composite

Family Centered Care: Shared Decision Making

This chart summarizes the responses to survey questions 47, 48, 49, and 50 contained in the children with chronic conditions composite, “Family Centered Care: Shared Decision Making.” Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent’s age and education and child’s general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

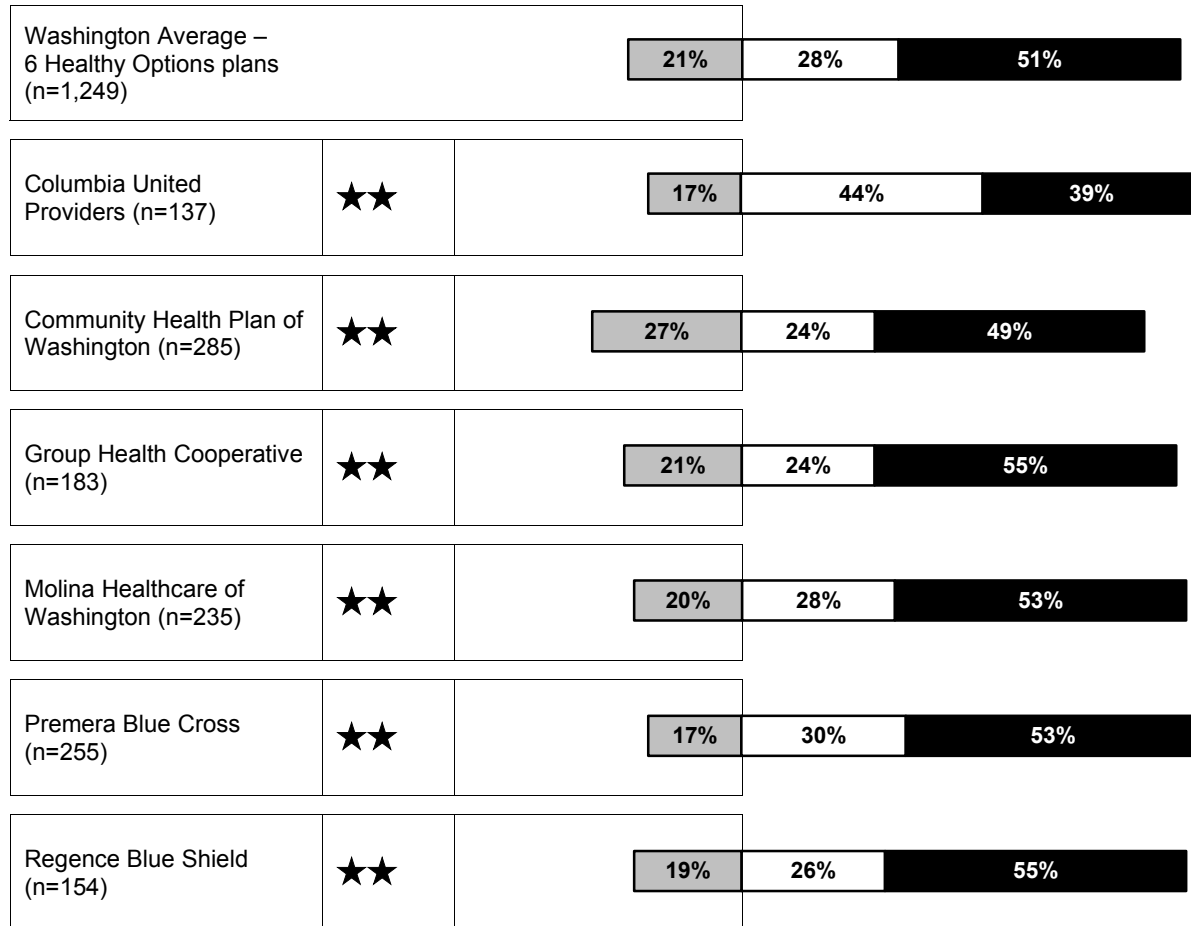
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

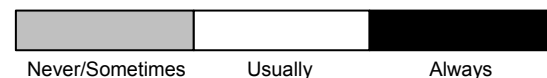
Question 47

Family Centered Care: Shared Decision Making

Q47. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

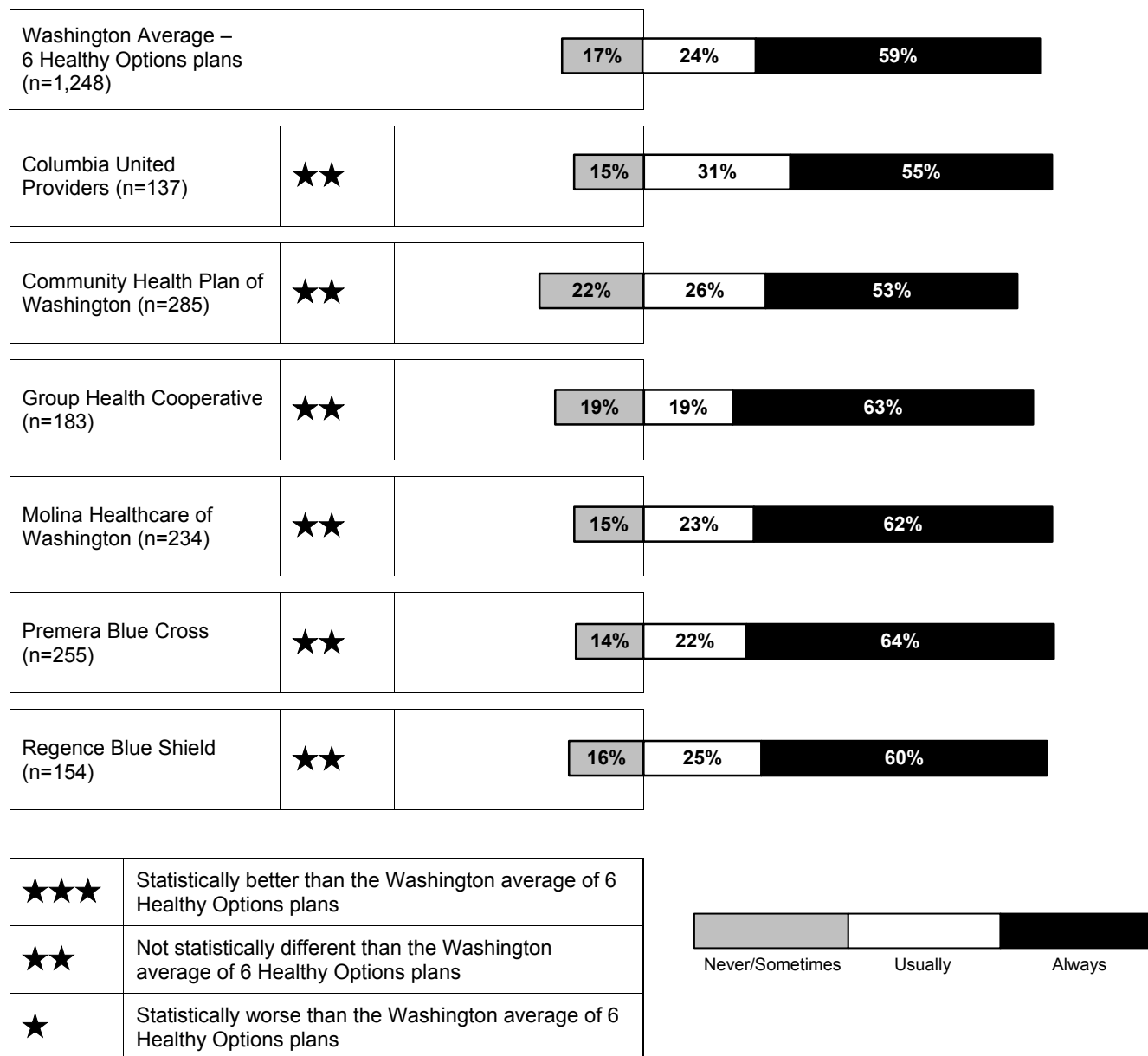
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 48

Family Centered Care: Shared Decision Making

Q48. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

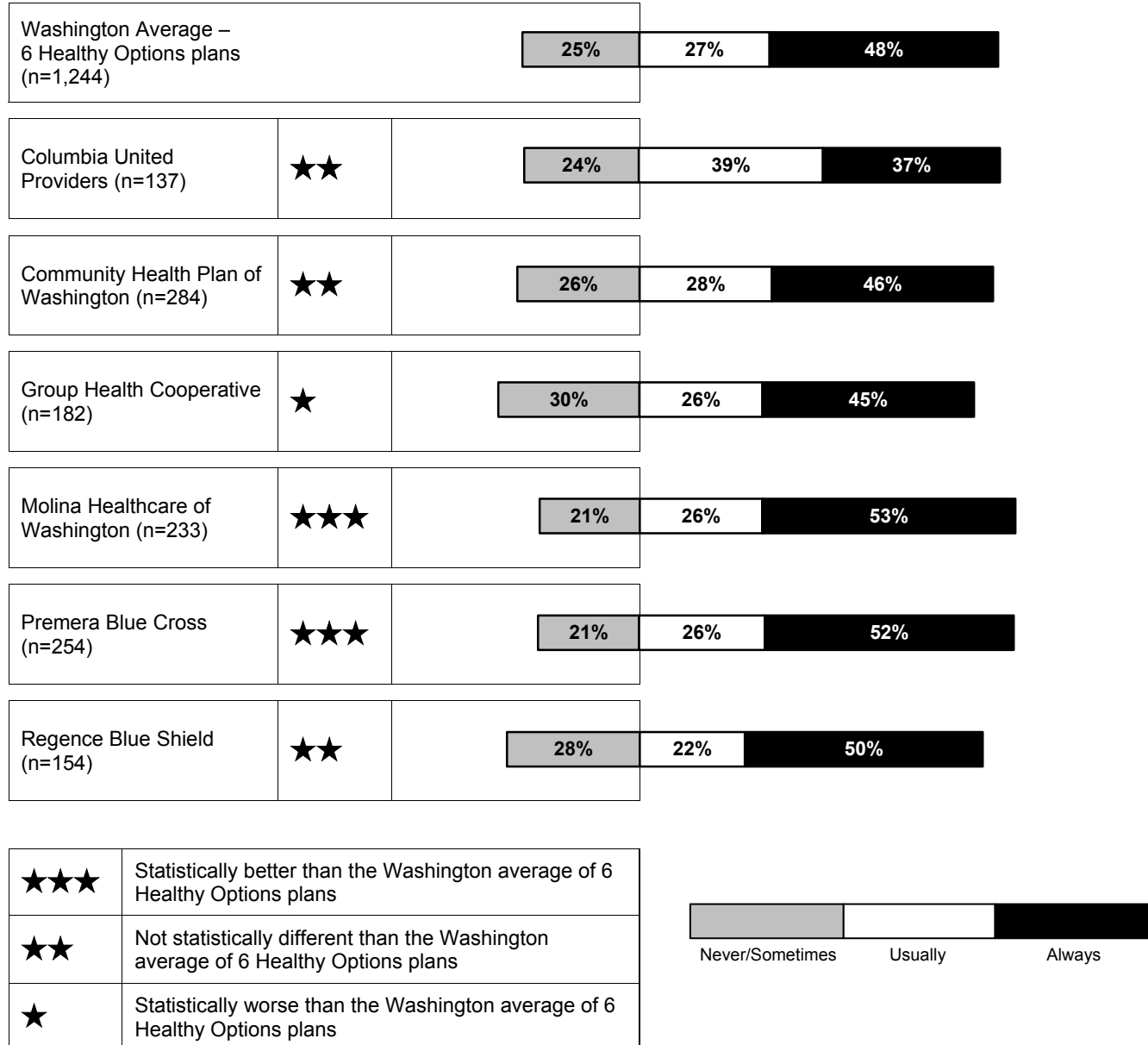
Healthy Options Children with Chronic Conditions

CAHPS Questions

Composite

Family Centered Care: Shared Decision Making

Q49. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

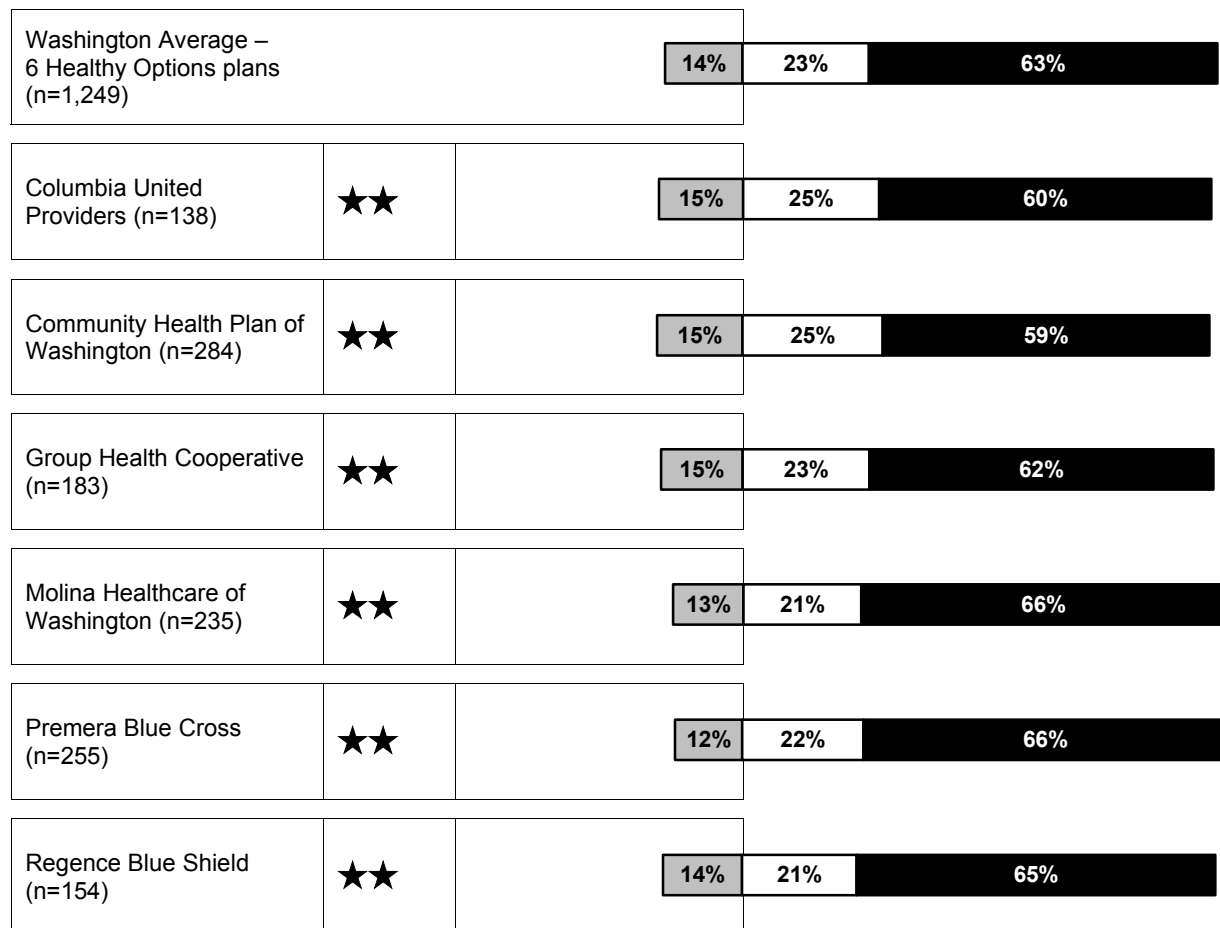
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

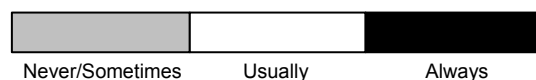
Composite

Family Centered Care: Shared Decision Making

Q50. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

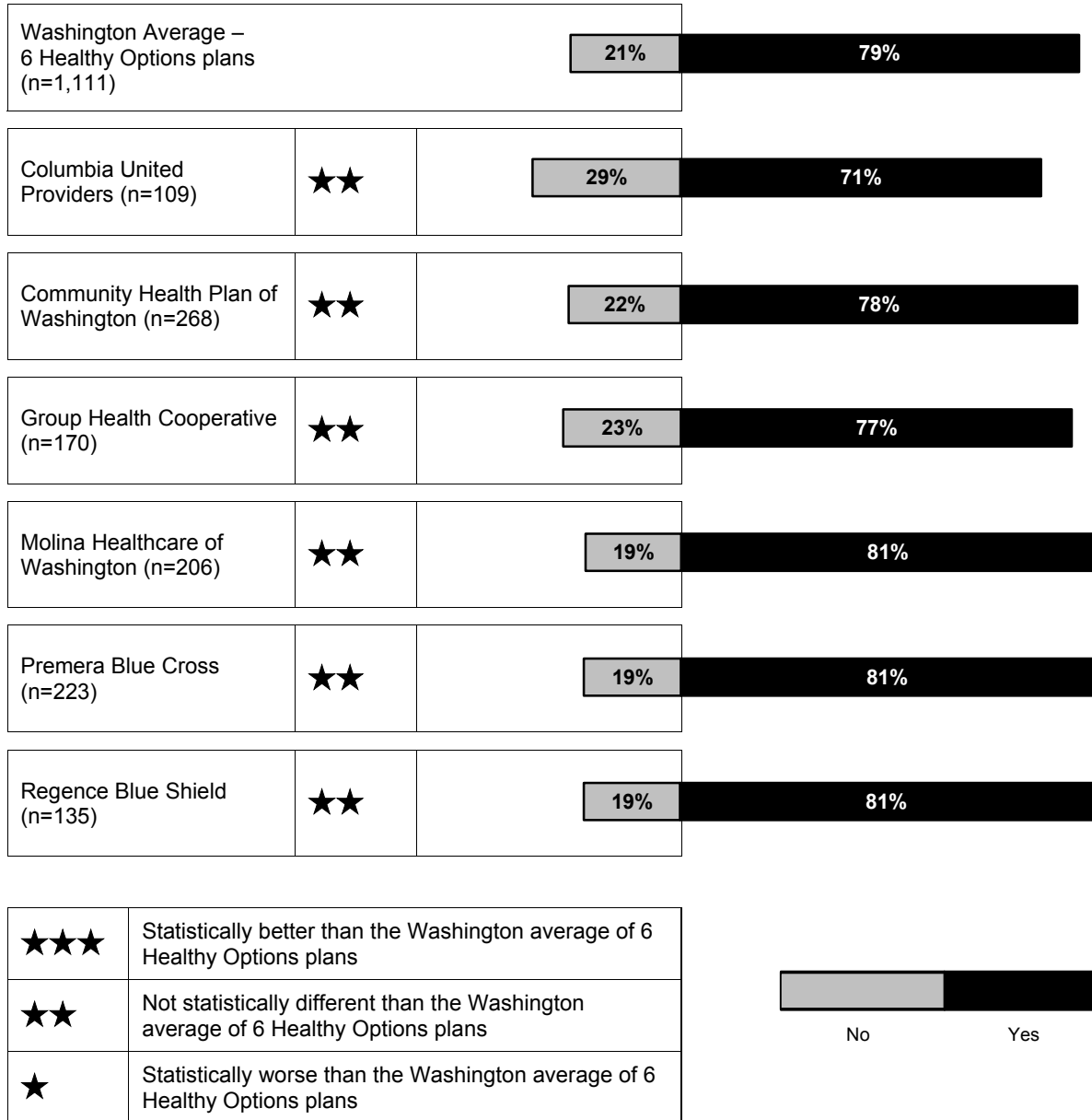
Healthy Options Children with Chronic Conditions

CAHPS Questions

Composite

Coordination of Care

This chart summarizes the responses to survey questions 54 and 71 contained in the children with chronic conditions composite, "Coordination of Care." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

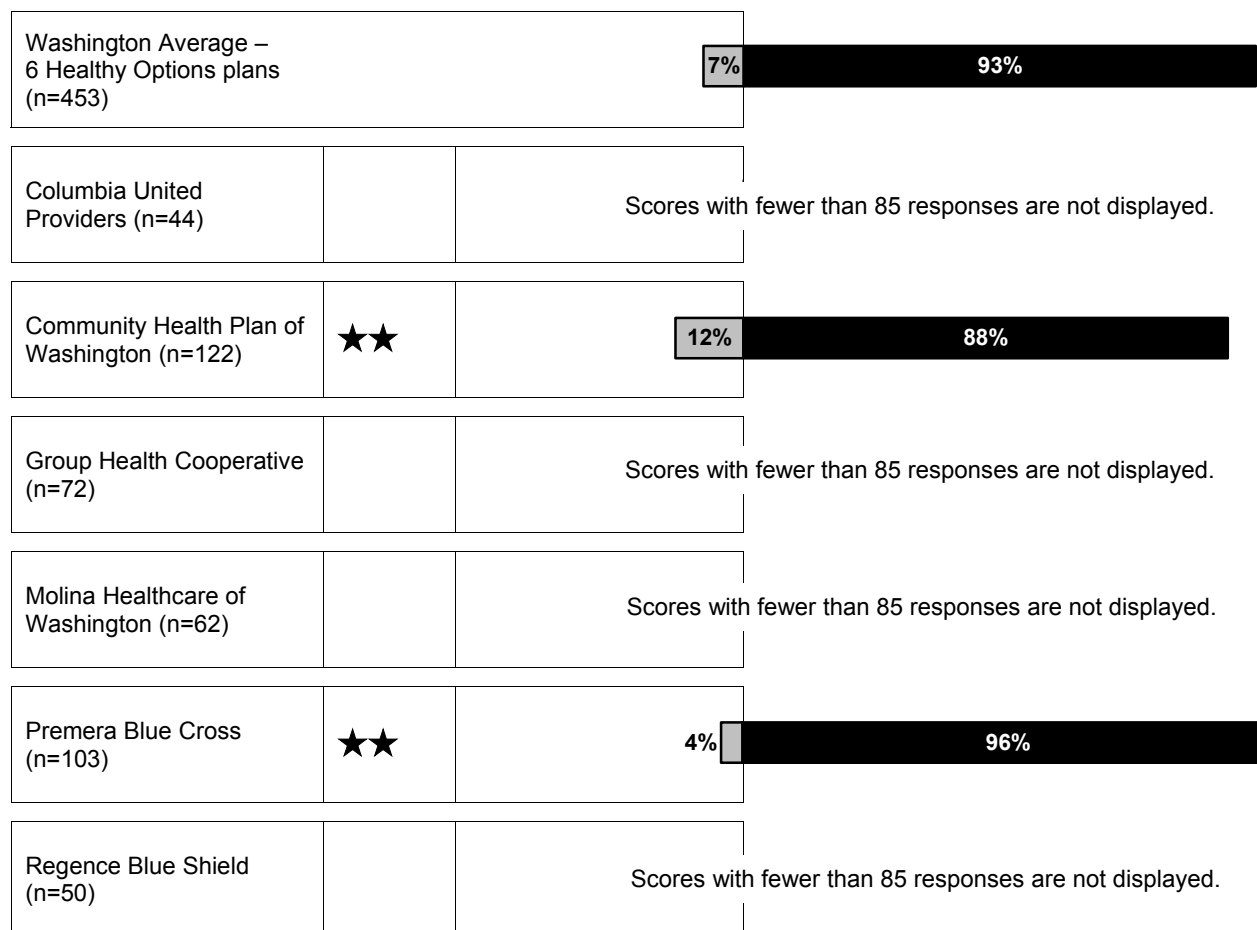
Healthy Options Children with Chronic Conditions

CAHPS Questions

Question 54

Coordination of Care

Q54. "In the last 6 months, did you get help you needed from your child's doctor or other health providers in contacting your child's school or daycare?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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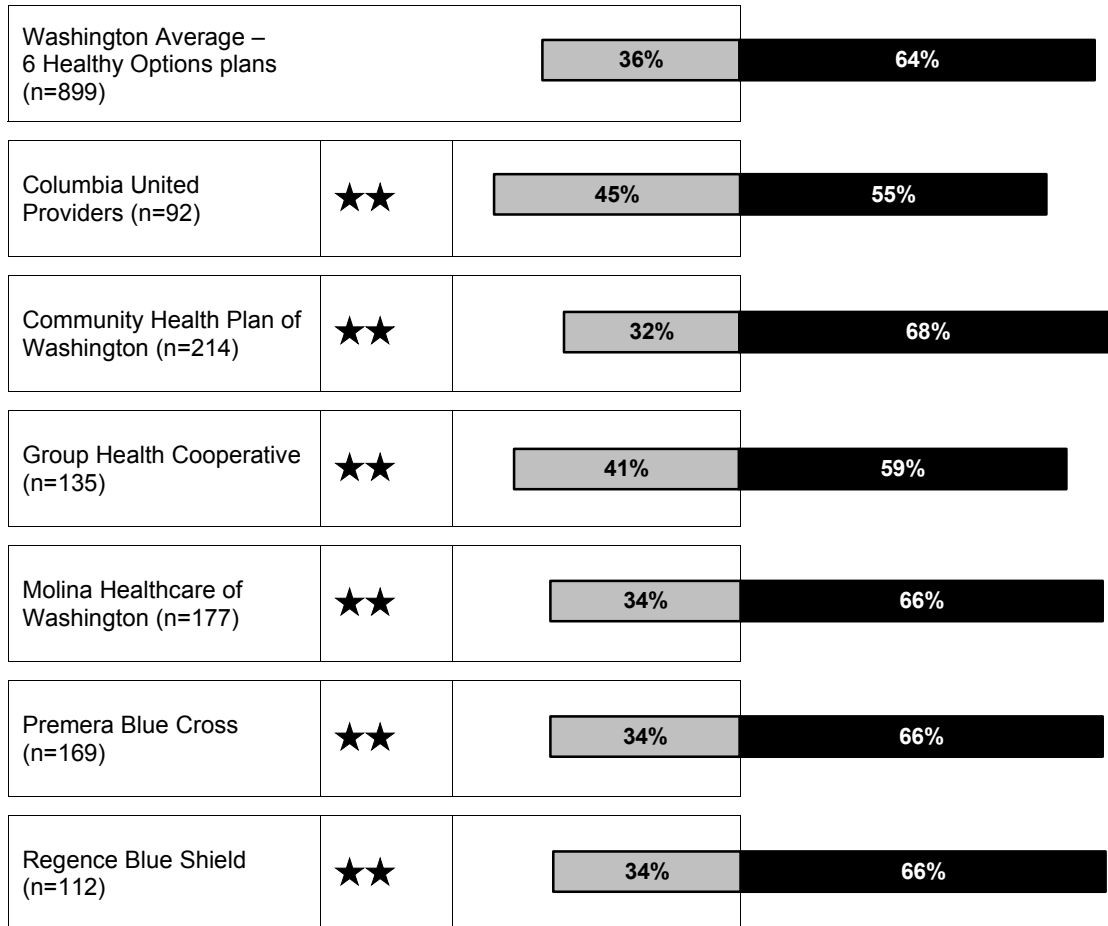
Healthy Options Children with Chronic Conditions

CAHPS CCC Measurement Set

Question 71

Coordination of Care

Q71. "In the last 6 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Kaiser Foundation Health Plan



2002 Washington Consumer Assessment of Health Plans (CAHPS) survey. To request a copy of this report, please call 360-725-1622, or email a request to mcanibj@dshs.wa.gov

Kaiser Foundation Health Plan

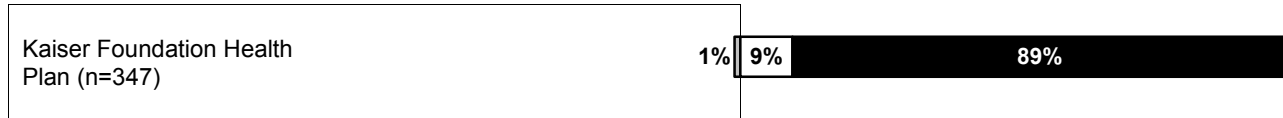
CAHPS Questions

Composite and Questions

Getting Needed Care

This chart summarizes the responses to survey questions 7, 16, 30, and 31 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.

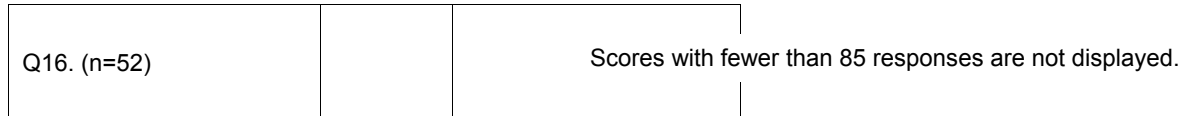
Composite



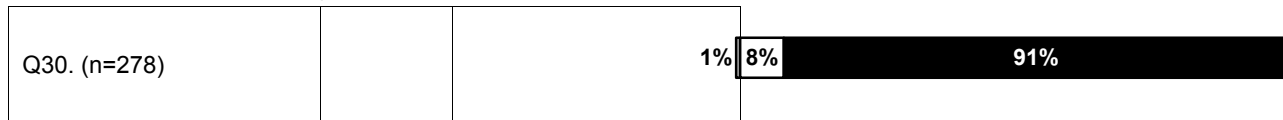
Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



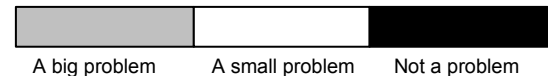
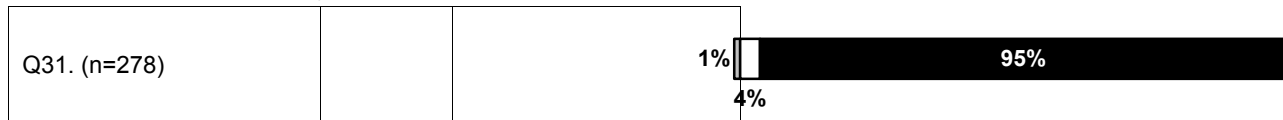
Q16. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



Q30. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



Q31. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Kaiser Foundation Health Plan

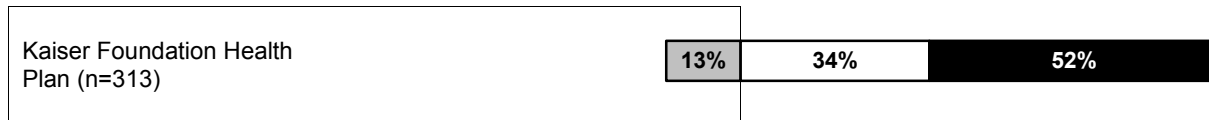
CAHPS Questions

Composite and Questions

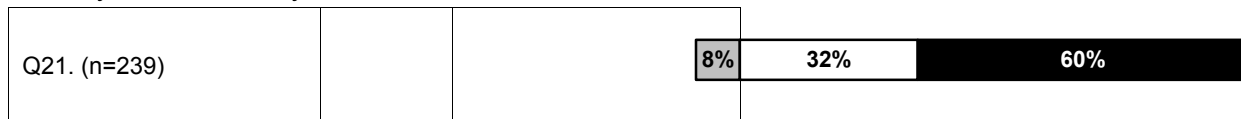
Getting Care Quickly

This chart summarizes the responses to survey questions 21, 23, 26, and 32 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.

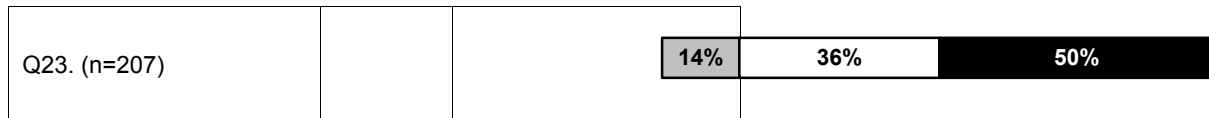
Composite



Q21. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



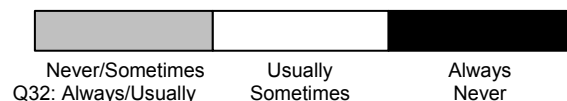
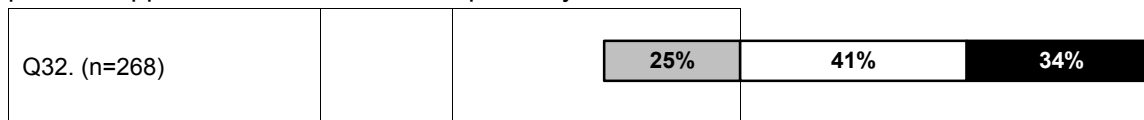
Q23. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



Q26. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



Q32. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



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Kaiser Foundation Health Plan

CAHPS Questions

Composite and Questions

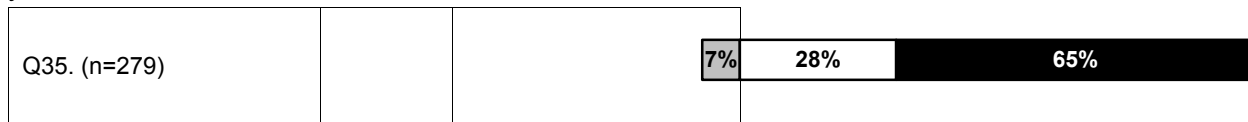
How Well Doctors Communicate

This chart summarizes the responses to survey questions 35, 37, 38, and 41 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.

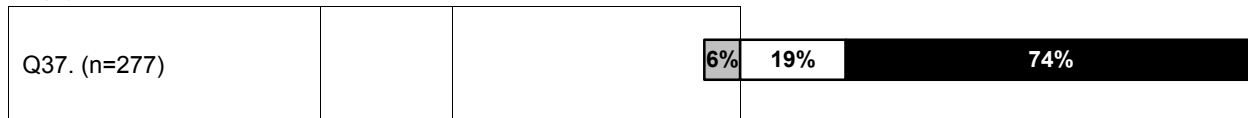
Composite



Q35. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



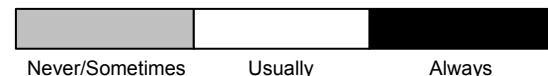
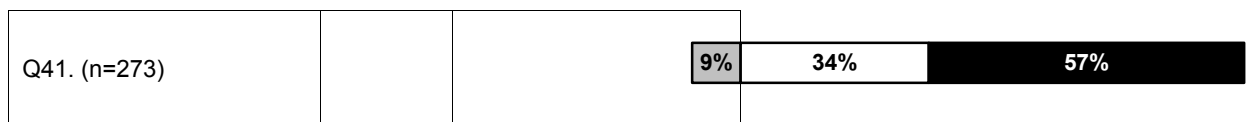
Q37. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Kaiser Foundation Health Plan

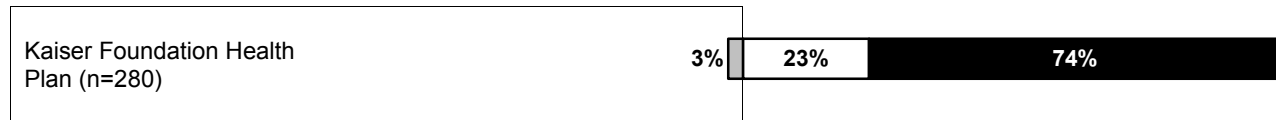
CAHPS Questions

Composite and Questions

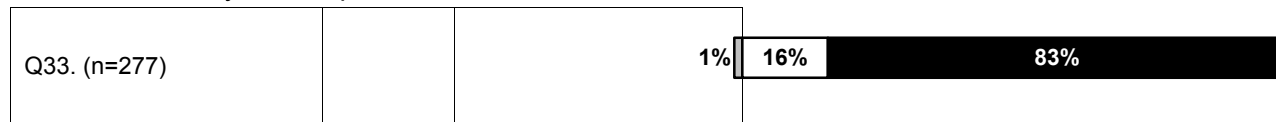
Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 33 and 34 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.

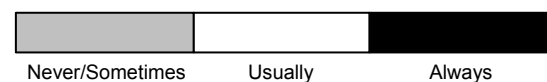
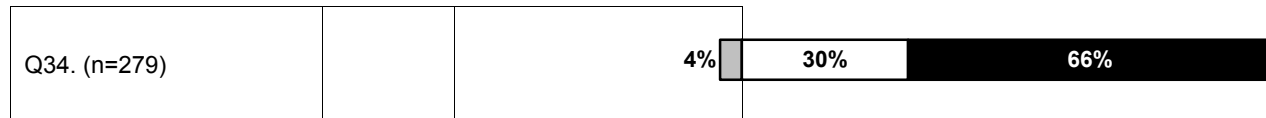
Composite



Q33. “In the last 6 months, how often did office staff at your child’s doctor’s office or clinic treat you and your child with courtesy and respect?”



Q34. “In the last 6 months, how often were office staff at your child’s doctor’s office or clinic as helpful as you thought they should be?”



NOTE: Results presented in this report are based on the 2002 “Survey About Your Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

Kaiser Foundation Health Plan

CAHPS Questions

Composite and Questions

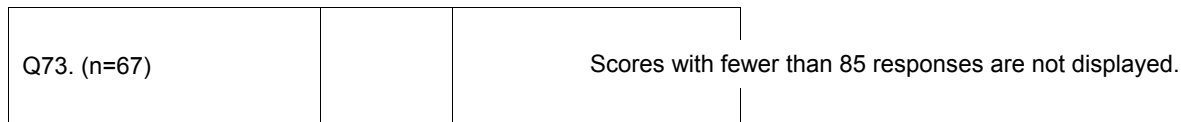
Customer Service

This chart summarizes the responses to survey questions 73 and 75 contained in the composite, "Customer Service." Individual question-level responses immediately follow.

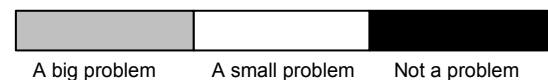
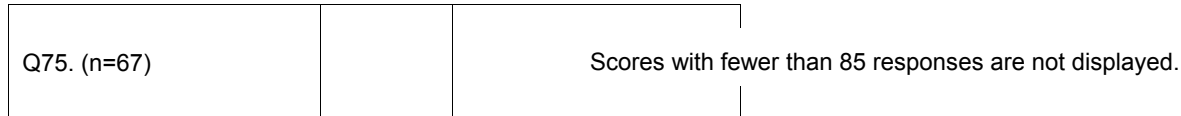
Composite



Q73. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q75. "In the last 6 months, how much of a problem, if any, was it to get help you needed when you called your child's health plan's customer service?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Kaiser Foundation Health Plan

CAHPS Questions

Questions 14, 18, 51, and 81

Rating of Personal Doctor, Specialist, Health Care, and Health Plan

This chart summarizes the responses to survey questions 14, 18, 51, and 81, which asks members to rate their personal doctor, specialist, health care, and health plan.

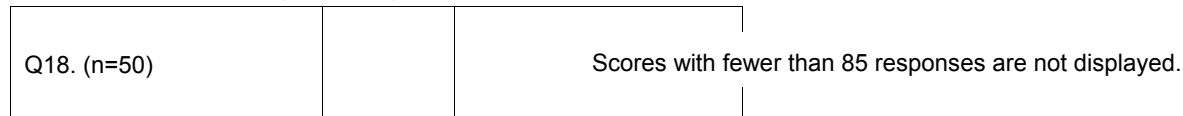
Rating of Personal Doctor

Q14. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



Rating of Specialist

Q18. "Use any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your child's specialist?"



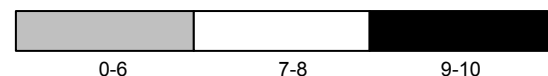
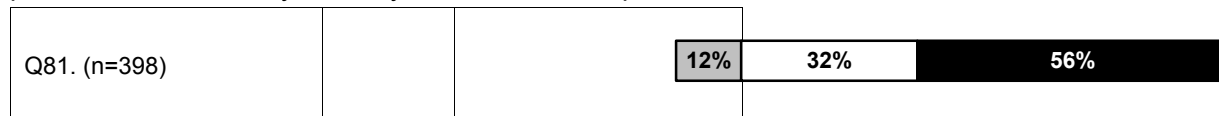
Rating of Health Care

Q51. "Use any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?"



Rating of Health Plan

Q81. "Use any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. How would you rate your child's health plan now?"



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Children's Health Insurance Program (CHIP)



2002 Washington Consumer Assessment of Health Plans (CAHPS) survey. To request a copy of this report, please call 360-725-1622, or email a request to mcanibj@dshs.wa.gov

Children's Health Insurance Program

CAHPS Questions

Composite and Questions

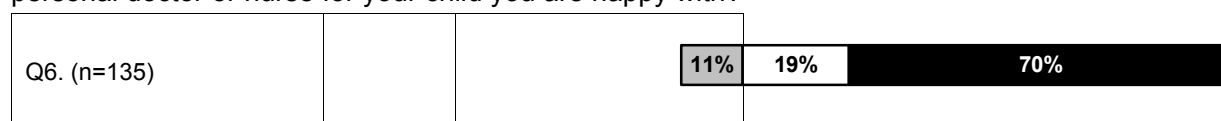
Getting Needed Care

This chart summarizes the responses to survey questions 6, 15, 29, and 30 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.

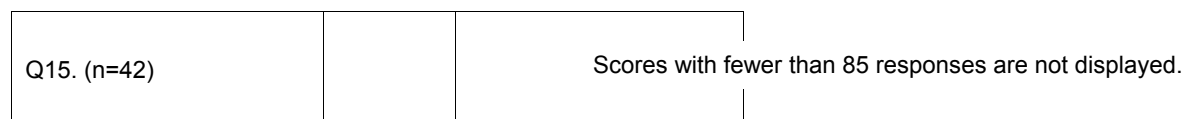
Composite



Q6. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



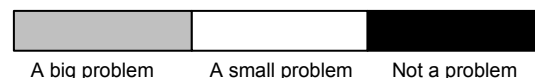
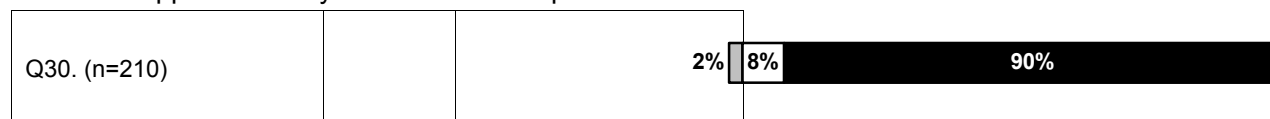
Q15. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



Q29. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



Q30. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

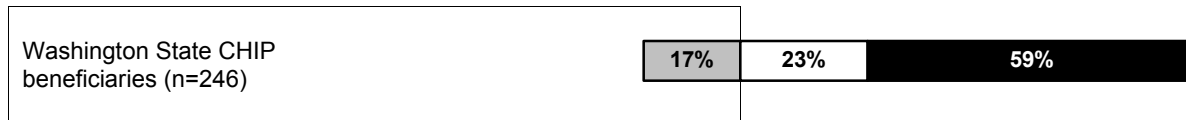
CAHPS Questions

Composite and Questions

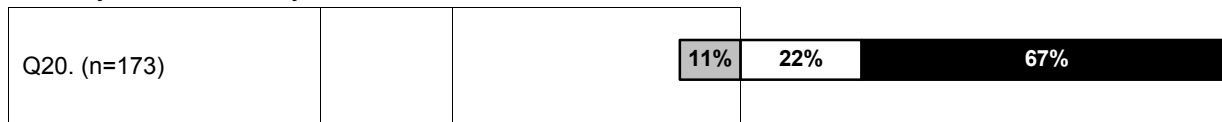
Getting Care Quickly

This chart summarizes the responses to survey questions 20, 22, 25, and 31 contained in the composite, "Getting Care Quickly." Individual question-level responses immediately follow.

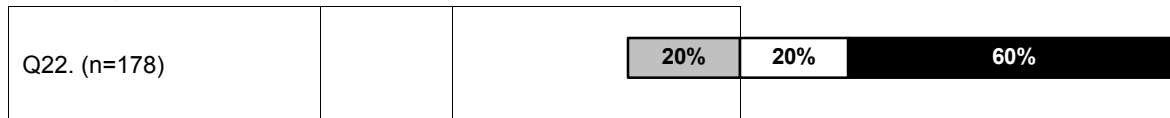
Composite



Q20. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



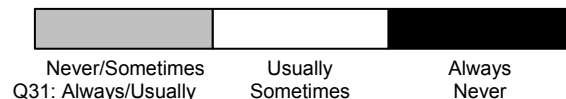
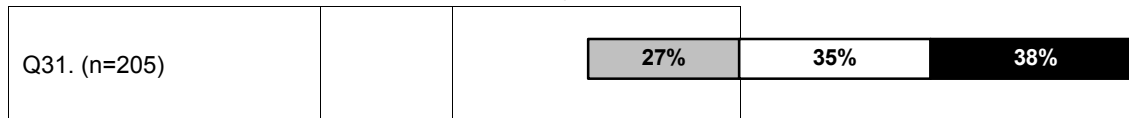
Q22. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



Q25. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



Q31. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



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Children's Health Insurance Program

CAHPS Questions

Composite and Questions

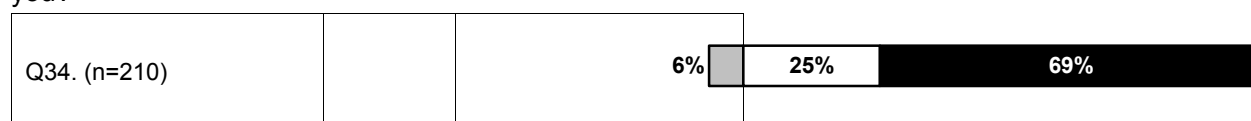
How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 37, and 40 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.

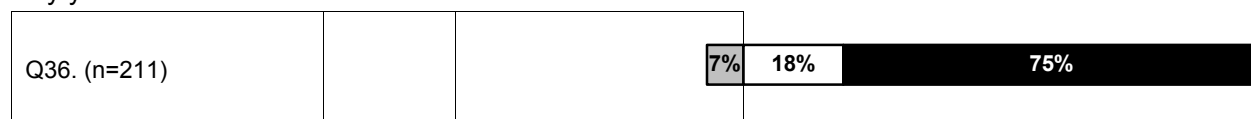
Composite



Q34. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



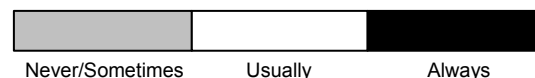
Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



Q37. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q40. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



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Children's Health Insurance Program

CAHPS Questions

Composite and Questions

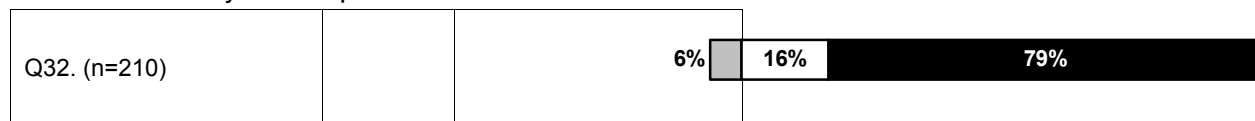
Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 32 and 33 contained in the composite, "Courteous and Helpful Office Staff." Individual question-level responses immediately follow.

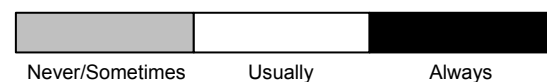
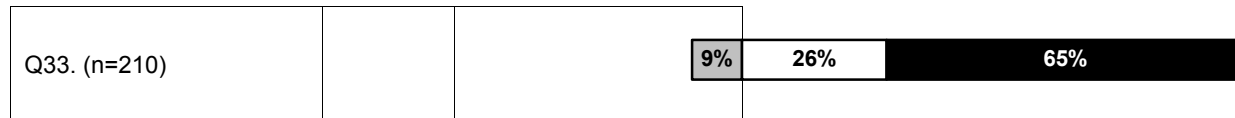
Composite



Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



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Children's Health Insurance Program

CAHPS Questions

Composite and Questions

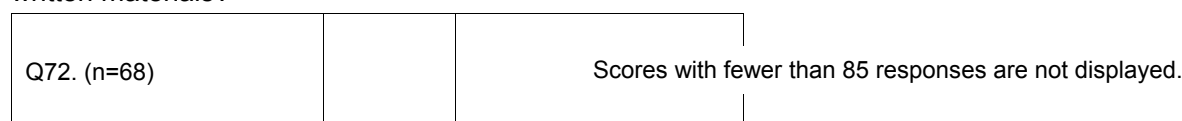
Customer Service

This chart summarizes the responses to survey questions 72 and 74 contained in the composite, "Customer Service." Individual question-level responses immediately follow.

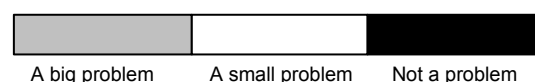
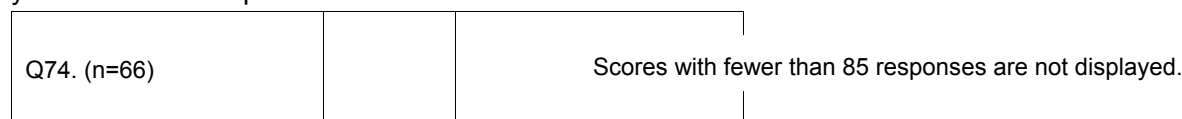
Composite



Q72. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q74. "In the last 6 months, how much of a problem, if any, was it to get help you needed when you called your child's health plan's customer service?"



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Children's Health Insurance Program

CAHPS Questions

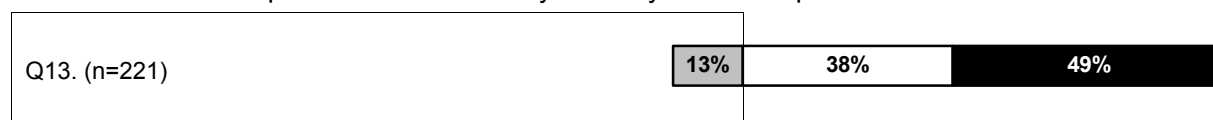
Questions 13, 17, 50, and 80

Rating of Personal Doctor, Specialist, Health Care, and Health Program

This chart summarizes the responses to survey questions 13, 17, 50, and 80, which asks members to rate their personal doctor, specialist, health care, and health program.

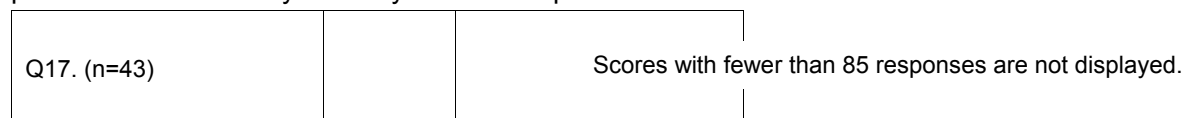
Rating of Personal Doctor

Q13. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



Rating of Specialist

Q17. "Use any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



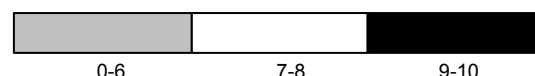
Rating of Health Care

Q50. "Use any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



Rating of Health Program

Q80. "Use any number from 0 to 10, where 0 is the worst possible experience, and 10 is the best possible experience. How would you rate your child's CHIP experience now?"



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